

# Lean Green Belt Module 1: Making Improvements using Lean and Six Sigma

## Making Improvements using Lean and Six Sigma - a five-day practitioner course

Many organisations fail to achieve full potential from their processes. This course will give delegates the skills to improve processes in their areas through the application of Lean and the Six Sigma DMAICT\* methodology, resulting in better performance and customer satisfaction.

It cannot be stressed strongly enough how important it is to gain the buy-in and knowledge of the process users when improving a process. As part of this course, delegates will be given the knowledge, tools and techniques to run an *improvement project* with a process team.

The course is highly interactive, incorporating exercises and syndicate work.

*\*DMAICT – a structured improvement methodology:  
Define - Measure – Analyse – Improve – Control – Transfer*

### Designed for:

This course is aimed at, and can be beneficial to, everyone within the organisation, from managers, to executives, to specialists, to administration staff.

Team applications are welcomed and the course schedule can be arranged to suit the timescales of the team.

***“I thought the whole course was very useful. There are general principles that can be applied to so many things at work. It has given me a fresh approach to the work I currently do...There are already a number of improvements to processes that I have introduced as a result of attending the course”***

Delegate who attended the 5-day Lean Green Belt course



*‘Processes are not smooth – they are ‘lumpy’, full of obstacles that retard our daily progress’*

## Course objectives:

The course will enable delegates to:

- appreciate that all organisations need to continuously improve;
- understand how Lean, Six Sigma and corrective action problem solving provide a rigorous approach to process improvement ... and know which approach should be used when!
- apply the DMAICT methodology to reduce variation and improve the capability of a process;
- participate in, or lead, a corrective action or Lean project using the DMAICT methodology to address a specific problem within the organisation;
- improve processes using Lean principles;
- support a Green or Black Belt specialist as a project team member.
- attend the (optional) Advanced Green Belt course\*\*, module 2.

*\*\* The focus of (optional) part 2 is on data collection and analysis and introduces the application of the Minitab statistical analysis software. It can be delivered in two sessions of two- and three-day duration. See 'BHW(3) – Advanced Green Belt for Six Sigma practitioners'.*

## Key deliverables:

The aim of the course is to equip participants with the tools and techniques to undertake improvement activity at every level, using the Lean and the DMAICT methodologies.

Underpinning this is also an understanding of the concepts of improvement (eg the idea of 'waste' in processes; how processes work; systems thinking) and the development of a *will* to improve processes through the development of specific mindsets, namely focus on the customer, on processes and on performance.

It will provide:

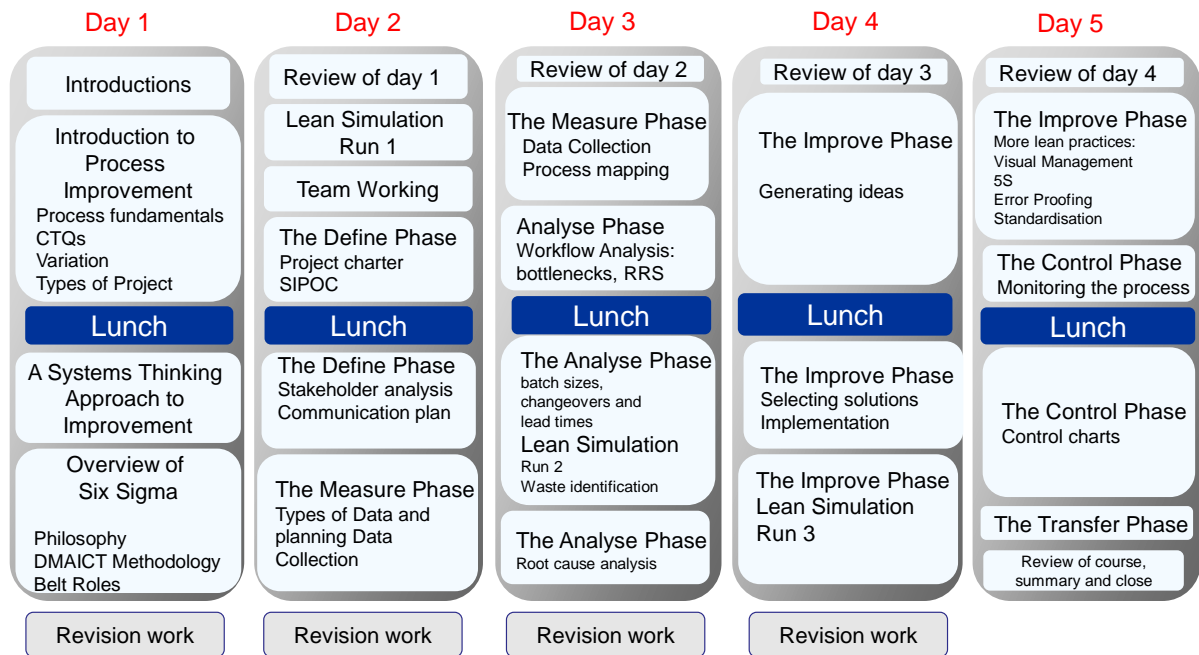
- an understanding of the Key Questions that drive an organisation's process improvement:
  - *Who* is the 'customer' (internal and external)?
  - *What* does the 'customer' want/need?
  - *How* do we satisfy these requirements (i.e. what are our processes)?
  - *How well* do we satisfy the customer (i.e. what is our performance)?
  - *What*, therefore, do we need to do differently to improve this?
- the skills to be able to implement the changes identified.

***“The trainer was very enthusiastic and knowledgeable about the subject and was able to give real life examples to help understand the subject and put it into the correct context.”***

Council delegate who attended the February 2013 course

**Course content:**

## AGENDA FOR THE 5-DAY LEAN GREEN BELT MODULE



See also 'BHW(1): Managing Improvement using Lean and Six Sigma' – a two-day managers' course.

**Course deliverers:**

This course is managed and delivered by the Burge Hughes Walsh Partnership.

The Burge Hughes Walsh Partnership (BHW) offers training and consultancy in the field of process and operations management improvement. Clients have included The Office for National Statistics, The General Register Office, Companies House, Network Rail and various local councils. In the private sector, client companies include BAE Systems, AgCo, Rolls-Royce, Lisi-aerospace and many others.

BHW's portfolio includes Lean process improvement, Six Sigma, systems design, benchmarking and the use of the Business Excellence Model. 'Soft' skills training and personal development includes team-building, facilitation skills, communication skills, leadership and self-directed team development.

For more information on the Burge Hughes Walsh Partnership, follow the link: [www.burgehugheswalsh.co.uk](http://www.burgehugheswalsh.co.uk) .