



Westchester
Community College

State University of New York

Spring Ahead!

2021

Advance Your Career at the
Professional Development
Center

LEAN SIX SIGMA GREEN BELT CERTIFICATION

Six-Day Course and Certification Project

The Lean Six Sigma Green Belt is the most recognizable and valued quality management certification across all industries. This program combines comprehensive classroom training with real-world application to both enhance learning and validate capabilities. You will attend three, two-day live, remote training sessions, approximately one month apart, to complete the six full days of classwork.

Between sessions, participants will work on a process improvement project from your organization. The project will require a thorough knowledge of the Green Belt course topics and will require a solid use of the tools to complete. Earning the certification requires success with in-class tests and completion of the project assignments.

Training that Pays!

The real world project you complete will generate savings (or revenue enhancements) that more than pay for the investment in our Green Belt Certification program. Sign up today!!

Our Program Leads to Success!

Whether you're an individual striving for career growth, or a business person focused on team engagement and leadership achievements, this certification is geared towards results. Our small class size and coaching delivers training expertise in a flexible, accessible environment and will keep you on track all the way through the program!

The Lean Six Sigma Green Belt Certification provides students the with the framework of tools, techniques and methodologies empowering them to lead Lean Six Sigma projects in their organizations.

Participants learn the problem-solving methodologies for improving processes -- Define, Measure, Analyze, Improve and Control (DMAIC) -- and receive instruction in the tools for streamlining production and services from end to end.

Benefits for Organizations

- Increased productivity
- Improved quality of product / service
- Enables higher customer satisfaction
- Save costs by detecting root causes in the workplace with problem-solving
- Increased employee retention

Benefits for Individuals

- First hand applicable industry knowledge
- Marketable professional advancements
- Job retention
- Professional credibility
- Value and industry recognition
- Higher earning potential

COURSE OUTLINE

Session I - April 20th & 21st

Day 1 / April 20th - 9:00 AM Start Time

I. Introduction and Expectations

- What are Lean and Six Sigma?
- Definitions
- Evolution of Quality Improvement
- Advantages and uses of DMAIC problem solving and Kaizen events

II. Process Improvement Examples

- Case Studies

III. Overview of Problem Solving and Process Improvement Strategies

- Step 1: “Define” tools and Selecting and Supporting Successful Improvement Projects
- Step 2: “Measure” Tools and Making the Current Process Visible and Determining Baseline Data
- Step 3: “Analyze: Tools and Identifying Waste and Inefficiencies
- Step 4: “Improve” tools and Designing Improvements
- Step 5: “Control” tools and Testing Improvement Ideas
- Step 6: “Replicate” Tools and Implementing Improvements

IV. Selecting and Supporting Successful Improvement Projects

- Scope and Charter
- Go/ No-Go checklist
- SIPOC
- Collecting and analyzing baseline data
- Determining who should be involved and roles
- Level Setting, Operational Definitions and Ground rules

V. Making the Invisible Visible

- Process Mapping
- Value streams
- Swim Lanes
- Cycle time vs. Lead time

VI. Begin Classroom Case Study

End of Day 1 / Wrap Up - 4:00 PM

Day 2 / April 21st - 9:00 AM Start Time

I. Create “Define” tools

- SIPOC
- Business Process Map

II. Identify the 8 Common Causes of Waste

- Transportation
- Inventory
- Motion
- Waiting
- Over producing
- Over processing
- Delays
- Underutilization

III. Identify Non Value-added Activities

IV. Customer Focus

V. Data-Based Decision Making

- Meaningful Measures
- Tampering
- Doing the wrong thing better and better

VII. Complete Selection of Individual Green Belt Projects

- Process Selection
- Scope
- Customer Needs / Critical to Quality
- Goals and Measures

VIII. Greenbelt Project Assignments

- Developing data collection plans
- Assignments for customer feedback and peer reviews of data and tools
- Elevator Speech

End of Day 2 / Wrap Up - 4:00 PM

BREAK - three weeks to work on Green Belt project at work / home

Complete Data Collection Plan / Review SIPOC and Process Map with Team / Prepare to Teach Assigned Tool

COURSE OUTLINE

Session II - May 12th & 13th

Day 3 / May 12th - 9:00 AM Start Time

I. Tool Time Teach-backs

- Run Chart
- Control Chart
- Histogram
- Pareto Chart
- Fishbone Diagram
- Affinity Diagram
- Force Field Analysis
- Nominal Group technique

II. Continue Development of Individual Green Belt Projects

III. Continue Class Room Case Study

- Common Vision tools
- Looking for Clues
- Idea generation and prioritization tools
- Risk analysis
- Clean sheet re-design

III. Poka Yoke

- Examples
- Creating a mistake-proof form exercise

IV. Continue Design of Individual Green Belt Projects

End of Day 3 / Wrap Up - 4:00 PM

Day 4 / May 13th - 9:00 AM Start Time

I. Review Progress Of Lean Belt Projects

- Data collection and analysis
- Scope and goals adjustment
- Next Steps

II. Change Management

- Reaching consensus
- Overcoming resistance
- Creating Buy- In

III. Implementation Strategies

- Action Registers
- Study and phase in pilot solutions
- Time Trees
- Gantt Charts
- Project Management

IV. Visual Management and Score Cards

V. 5S + Safety

VI. Complete Class Room Case Study

VII. Classroom time for Individual Green Belt Project Work

VIII. Homework and Project Completion Assignments

End of Day 4 / Wrap Up - 4:00 PM

BREAK - three weeks to work on Green Belt project at work / home

- Refine Improvements and Implementation Plans
- Coaching and Guidance Off Site As Needed

COURSE OUTLINE

Session III - June 2nd & 3rd

Day 5 / June 2nd - 9:00 AM Start Time

I. Facilitating Projects that are not your own

- Working with other teams
- Forming, Storming Norming, Performing, Adjourning
- Change Management
- Creating Business Case

II. Facilitating other people's projects Case Study

- Map process
- ID waste
- Countermeasures
- Clean-Sheet Redesign

III. Creating a Lean Culture

- 8 steps from investigation to imbedded in DNA
- Top down commitment
- Bottom Up Support
- Employee Development
- Anchoring Lean in the policies and practices of the organization

IV. Classroom time to finalize project presentation

End of Day 5 / Wrap Up - 4:00 PM

Day 6 / June 3rd - 9:00 AM Start Time

V. Green Belt Project Presentations:

- 20-minute review of data collected, analysis, goals, tools used, projected results, implementation strategies for each participant
- Question and comments from participants
- Final Feedback from Instructor

VI. Awarding of Green Belts When Criteria Completed

End of Day 6 / Wrap Up - 4:00 PM - Finished!

Lean Six Sigma FAQs (Frequently Asked Questions)

Q: What is required for my Green Belt Certification?

A: Participants must successfully complete our training program and a real world project of their own selection.

Q: What is Lean Six Sigma?

A: Lean Six Sigma is a combination of two popular Process Improvement methods—Lean and Six Sigma—that pave the way for operational excellence. These time-tested approaches provide organizations with a clear path to achieving their business objectives as fast and efficiently as possible.

Q: What should I expect from this Lean Six Sigma Course?

A: The Lean Six Sigma program provides training on how to use the Lean Six Sigma DMAIC (Define, Measure, Analyze, Improve, and Control) methodology to solve problems within your organization. Lecture topics include many proven Lean Six Sigma problem-solving methods and statistical tools, which are reinforced through hands-on learning exercises.

Q: What is the goal of projects completed in conjunction with a training course?

A: The goal of the projects completed in conjunction with a training course is for participants to demonstrate their ability to apply Lean Six Sigma tools/methods using the DMAIC approach to solve a real-world problem that results in some benefit for the organization (financial or otherwise) in which the project is conducted.

Taught by Nationally Renowned Expert

Steve Wall is the Public Sector Performance Improvement Practice Leader for Orion Development Group. He has more than 25 years of experience leading major improvement efforts.

As a consultant, Mr. Wall has worked with dozens of states, counties, and private sector organizations in the United States and Mexico to develop strategic plans, implement change, improve customer focus, eliminate waste and save money.

In 1993, Mr. Wall was the first in the nation to be appointed to a cabinet-level position to direct quality improvement efforts throughout a state government. Mr. Wall was the founding director of LeanOhio. Over his career, Steve has worked with thousands of people in directing programs that saved taxpayers more than \$700 million.

“This training was great! I appreciate the opportunity to attend a program led by Mr. Wall, and would attend any of his training events again.” – Program Coordinator, Health Agency

A nationally recognized expert on how to cut red tape, Mr. Wall has testified before subcommittees of the U.S. House of Representatives, the U.S. Senate and the US Secretary of Labor’s Office. He has served as a keynote speaker for numerous state and national conferences, and instructed workshops and seminars for more than a dozen colleges and universities.

Mr. Wall is a certified Lean Six Sigma Master Black Belt.

Registration Information:

Location: Online (live / virtual - remote)

Dates: April 20, 21 / May 12, 13 / June 2, 3

Time: 9:00 AM to 4:00 PM

Catalogue #: CE-BUS 2133

Class #: 23729

Cost: \$ 3,156.00 - Prepare for 2021! Early Bird Discount until March 10th!

Cost: \$3,995 after March 10th / Class # 23728 - after March 10th

To register for this class, call 914-606-6830 and choose option 1 when prompted.

Visit Us @ www.sunywcc.edu/pdc

Professional Development Center / Gateway Center
75 Grasslands Road / Valhalla, NY 10595

For more information or questions, please contact:
Jim Irvine, Director, Corporate and Continuing
Professional Education

Phone: 914-606-6658 / email: james.irvine@sunywcc.edu

“Steve Wall is great. I’d recommend this class to anybody who is looking to improve processes.”

– Manager, Major Hospital

“The real-life examples were extremely beneficial. I enjoyed walking through the steps from start to finish.”

– Analyst, State Government



“I had never heard of the Lean Six Sigma but was quite impressed. I got wonderful guidelines for holding an event in my area.”

– Manager, County Government

“This seminar was incredibly useful and applicable. I learned about Lean and got great ideas.”

– Program Coordinator, Health Agency



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