

## LEAN SIX SIGMA GREEN BELT FOR PUBLIC SERVICE

Lean Six Sigma has rapidly become the most widely accepted and successful business process improvement strategy for the banking, finance, insurance and services sectors in the world today. Lean Six Sigma Green Belts are a highly sought after resource, and completing the e-Zsigma program will enable you to join the ranks of thousands of Lean Six Sigma specialists who are driving high-value, measurable benefits to their global organizations.

- ✓ Senior Master Black Belt instructors
- ✓ Comprehensive, 5-day integrated curriculum designed specifically for the public service sector
- ✓ Blended program of Lean Six Sigma tools & methods, change management & project management
- ✓ 12 hours of blended eLearning
- ✓ ProcessMA™ software included!
- ✓ Final examination & Certificate of Completion

### WHO SHOULD ATTEND?

- Project and Program Managers
- Quality & Improvement personnel
- Directors, Managers and team enablers
- Organizational Development Managers and Trainers
- Ministers and Deputy Ministers – Visionaries & Leaders
- Agencies and Partners of the Public Service

### COURSE REQUIREMENTS

Registrants will require a notebook computer configured with Microsoft® Excel and Adobe® Acrobat Reader. ProcessMA™ software is included in registration fees and will be provided at the start of training – a **\$300.00 value**.

## 2009 TRAINING CALENDAR

### OTTAWA SESSIONS:

Session ID – GB101

Session 1: March 3-4, 2009

Session 2: April 7-9, 2009

Session ID – GB102

Session 1: September 15-16, 2009

Session 2: Sep.29 - Oct. 1, 2009

Students completing this will be eligible to receive **PDU** credits from the Project Management Institute (**PMI**) and/or **CPDL** credits from the Society of Management Accountants (**CMA**).

Register on-line at [www.e-zsigma.com](http://www.e-zsigma.com)

Email for information: [sales@e-zsigma.com](mailto:sales@e-zsigma.com)

*Cancellation: All e-Zsigma courses require a minimum number of registrations and are subject to cancellation based on insufficient demand. In the event of cancellation or change, registrants will be eligible for a full refund of any fees paid.*

**On-Site Lean Six Sigma Green Belt Training Available to fit your schedule!**

Need a schedule that is flexible to your needs and accommodates training for all of your management team? For on-site Green Belt Training, please contact e-Zsigma (Canada) Inc.



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[sales@e-zsigma.com](mailto:sales@e-zsigma.com)  
<http://www.e-zsigma.com>

## 5-Day Lean Six Sigma for Public Service

OTTAWA, CANADA



*“Lean Six Sigma:  
Building tomorrow’s  
public service leaders...  
today!”*



A division of  
e-Zsigma (Canada) Inc.

*“Canada’s Own” for Lean Six Sigma*

## LEAN SIX SIGMA GREEN BELT FOR PUBLIC SERVICE

Lean Six Sigma Green Belt for Public Service is a blended learning program that incorporates five eight-hour, high impact classroom sessions led by Canada's foremost trainers in Lean Six Sigma for Public Service with twelve hours of on-line, independent study (eLearning) in;

- ◆ Lean Six Sigma Green Belt for Public Service
  - Process Management
  - Continuous Improvement
  - Project Management
  - Lean tools and methods
  - Six Sigma analytical tools
  - Risk management
  - DMAIC Problem-solving
  - Process management and control
- ◆ Procurement Ethics and Best Practices
- ◆ Effective Communication
  - Four Quadrants of Communication
  - Methods & Messages to a Project Team
  - Meetings that Matter
  - Active Listening in Business
  - Email or Telephone: Verbal & Non-Verbal Purpose
- ◆ Leadership in a unionized environment
  - Essential Steps in Corrective Discipline
  - Probationary Employees
  - Disciplinary Correspondence
  - Grievance Procedures

The Lean Six Sigma Green Belt for Public Service Certificate will enable you and your team to leverage the power of proven problem-solving, process improvement and management tools and methodologies to rapidly and effectively realize your organizational goals, and ultimately achieve the bar of excellence envisioned for all 10 criteria identified in the Management Accountability Framework (MAF).

## THE CENTRE FOR GOVERNMENT EXCELLENCE

The Centre for Government Excellence, a division of e-Zsigma (Canada) Inc., Canada's leader in business and process excellence strategy, is dedicated to providing proven and effective tools, training and resources that will enable every level of Public Service; Federal, Provincial, Territorial, Regional and Municipal, to achieving as well as maintaining world-class benchmarks in public service excellence... the characteristic that defines us as a country and a leader on the world stage.

### MANAGEMENT ACCOUNTABILITY FRAMEWORK (MAF)

Promoting leadership and accountability for Public Service, the Management Accountability Framework is a set of 10 statements summarizing the Treasury Board of Canada Secretariat's (TBS) expectations for modern public service management... a clear list of management expectations for high organizational performance....

- ☑ Public Service Values
- ☑ Governance and Strategic Directions
- ☑ Policy and Programs
- ☑ Results and Performance
- ☑ Learning, Innovation and Change Management
- ☑ Risk Management
- ☑ People
- ☑ Stewardship
- ☑ Citizen-focused Service
- ☑ Accountability

#### Fees (Includes ProcessMA™ Software)

Per person: CAD\$3,995.00  
3 or more people: CAD\$3,595.00

## YOUR COMPLETE LEAN SIX SIGMA & PROCESS EXCELLENCE CURRICULUM:

- ☑ The Five Key Principles of Lean
- ☑ Value-Added Assessment
- ☑ 8 Sources of Waste & Tools to Identify Waste
- ☑ Introduction to Six Sigma
- ☑ DPMO and Process Variability
- ☑ DMAIC Problem-Solving Methodology
- ☑ Basic Quality & Process Management Tools
- ☑ How to Successfully Lead a DMAIC Project
- ☑ Critical Quality and SIPOC analysis
- ☑ Value Stream & Process Mapping
- ☑ Cause & Effect and Root Cause Analysis
- ☑ Pareto Analysis
- ☑ Data Collection and Sampling techniques
- ☑ Graphical Tools for Process Analysis
- ☑ Assessing Process Capability
- ☑ Process Analysis and basic statistical tools
- ☑ Risk Analysis (FMEA & FTA)
- ☑ Rapid Process Changeover
- ☑ Work leveling, cellular layout, flow & Kanban
- ☑ Visual Workplace and Standardized Work
- ☑ Facilitating Kaizen events
- ☑ Workplace organization (5S)
- ☑ Error-Proofing Techniques
- ☑ Establishing and maintaining process management controls

Lean Six Sigma Green Belt for Public Service will enable you and your team to, not only achieve the goals set out in the MAF, but establish leadership excellence at every level of government service.