

Why Earn an e-Zsigma Lean Six Sigma Green Belt?

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.

- ✓ World-class international Master Black Belt instructors
- ✓ Comprehensive, 5-day integrated curriculum designed specifically for finance & service sectors
- ✓ Blended program of Lean Six Sigma tools & methods, change management & project management
- ✓ Final examination & Certificate of Completion
- ✓ Post-training support and on-site coaching available on request

WHO SHOULD ATTEND?

- Analysts, program & project managers
- Quality managers & directors
- Continuous improvement leaders
- Product & service managers

COURSE REQUIREMENTS

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

2009 TRAINING CALENDAR

TORONTO SESSION:

Session ID - GB094

Session 1: February 9-11, 2009

Session 2: March 12-13, 2009

Session ID - GB097

Session 1: May 18-20, 2009

Session 2: June 18-19, 2009

Session ID – GB100

Session 1: November 9-11, 2009

Session 2: December 10-11, 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

Email for information: 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)



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5-Day Lean Six Sigma for Services

TORONTO, CANADA



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



e-Zsigma (Canada) Inc.

“Canada’s Own” for Lean Six Sigma

LEAN SIX SIGMA GREEN BELT FOR SERVICES

While the concepts and philosophies of Lean Six Sigma are universal, many of the tools and methods developed for manufacturing and process industries do not readily apply to service-based sectors and processes.

This intensive, five-day program, designed specifically for services, provides organizations with a cost-effective solution for their training needs, which will allow them to leverage the very best that Lean Six Sigma high-impact process improvement has to offer, thereby dramatically improving their customer satisfaction and shareholder value.

Consisting of over 30 interactive workshops, this program provides participants with the key elements for continuous process improvement project success, including lean methods for banishing waste in service processes, statistical and analytical tools, as well as change management, leadership, and project management skills.

The five days of training is conducted over a two month training cycle: Session 1 (3 days), Session 2 (2 days). Trainees will be required to spend time between sessions applying the concepts and tools learned to their assigned process improvement project, as well as preparing for their next training session.

At the end of each session of training, participants will develop an action plan for their projects, which will be reviewed by their Master Black Belt instructor. If necessary, additional project coaching after the completion of Session 2 training can be arranged.

After successfully completing the course, students will receive a Lean Six Sigma Green Belt Certificate suitable for framing and will be eligible to write the Lean Six Sigma Certification Examination.

ABOUT LEAN SIX SIGMA

"The course was both interesting and informative and gave me the basis for implementing Six Sigma where I work. The instructors did a great job of keeping the material easy to understand. Their extensive hands-on experience and practical real-life examples along with their assistance with each student's Six Sigma project made the classroom learning environment that much more effective. Thank you, e-Zsigma, for a great learning experience!"

-Dennis Silva, Plant Manager

"What an enjoyable experience! I'm glad to have chosen e-Zsigma after comparing it to the ASQ's (American Society for Quality) on-line training option. The instructor has been wonderful - he has truly simplified and made practical what could have been difficult to understand. I guess that's why you call yourselves e-Zsigma."

-Rob Chung, Quality Manager

"When you put Six Sigma in the hands of smart people, it is incredible what they can do with it."

-Bruce Miyashita, VP Six Sigma
Maple Leaf Foods Inc.

"Six Sigma is a comprehensive approach that improved our ability to apply the right tools at the right time to develop well rounded project facilitators and to complete initiatives in a more timely and effective manner."

-Ted Laks, VP Six Sigma
Noranda Inc./Falconbride

"In 2007, Lean methodologies were added to our Six Sigma efforts. This combination has created a more robust approach to our continuous improvement efforts as we maintain our relentless focus on the elimination of waste in all our processes."

Air Canada Jazz

Fees (Includes ProcessMA™ Software)

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

COURSE OUTLINE IN BRIEF

Session 1: Define, Measure & Analyze

After completing the first three days of training, participants will be able to gather any remaining information required for their project charter, and launch their process improvement projects.

- Explain Lean Six Sigma fundamentals (program and concepts) & DMAIC project methodology
- The eight sources of waste in lean organizations
- Establish & manage a project team
- Create a Critical to Quality (CTQ)
- Complete a SIPOC & process flow map
- Construct a Cause & Effect diagram
- Forced ranking for prioritization
- Prepare a Pareto analysis
- Establishing key process metrics
- Prepare & execute a data collection plan
- Value stream mapping & value-added analysis
- Prepare & interpret a histogram

Session 2: Analyze, Improve & Control

The final two days of training will enable the student to complete their analysis of the key processes being improved, as well as determining and confirming the process changes that will be implemented. The focus will also shift from "Improvement" to "Control" so that long-term sustainability of improvements can be achieved.

- Process variation & characterizing defects
- Conduct a Risk Analysis (PFMEA, FTA)
- Correlation & Regression Analysis
- Design and execute a data collection plan
- Construct a Fault Tree Analysis
- Kaizen, 5S, standard work & cell layout
- Visual management & visual controls
- Process rationalization
- Error-proofing & quick change-over
- Introduction to Quality Function Deployment
- Create and execute a process control plan
- Project closure and final reports