

“Building the bridge to your future.”



YELLOW-BELT WORKSHOP SYLLABUS



Workshop Title: Six-Sigma Yellow-Belt Workshop

Instructional Hours: 8 (one-day workshop)

Education Credits: 8 PDHs

Workshop Specifics: For specific information on workshop date, time, number of sessions, and cost, see workshop announcement.

What to expect: Learn the basics of Six-Sigma quality process and how it can immediately reduce cost, increase production or improve quality. This one-day workshop provides an overview of the basic philosophy, organization, and methodology for Six-Sigma quality. It introduces the central process of the Six-Sigma methodology, DMAIC - Define-Measure-Analyze-Improve-Implement-Control. This practical overview is an introduction to the basic Six-Sigma topics of variation, process capability, and root cause analysis. Powerful case studies and examples drawn from service, business process, and manufacturing applications will provide effective overview of Six-Sigma.

Who should attend?

- Individuals who want a “first-time” exposure to the Six-Sigma process and its benefits
- Executives who wish to take the quality of their company to the next level
- Managers who are responsible for individuals and projects using Six-Sigma techniques or who champion Six-Sigma projects
- Support staff for Six-Sigma practitioners such as accounting, administrative assistant, and clerical personnel, etc

Pre-requisites: There are no prerequisites to participate in this workshop. The Yellow-Belt workshop **does not** require a prior working knowledge of statistics. The tools and techniques required will be taught in this workshop.

Methodology: Lecture, class discussion, case studies, real-life experience, classroom exercises

Materials: Workshop material is distributed the morning of the workshop.

Supplies/text by Participants

- Paper, pencils
- Calculator

After the Workshop Support: **FutureBridge** is always available to answer questions and to clarify questions after the workshop is completed. If desired, **FutureBridge** may provide consulting services to assist with quality, Six-Sigma implementation, and project management.

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SYLLABUS



Workshop Outline

1. Understand the Six-Sigma methodology and framework
2. Recognize the organizational factors that are necessary groundwork for a successful Six-Sigma program
3. Recognize the five-step Six-Sigma DMAIC model used to improve processes
4. Understand the benefits and implications of a Six-Sigma program and relate Six-Sigma concepts to the overall business mission and objectives
5. Opportunity (or problem) identification and definition
6. Create a Charter Document
7. Think about the organization as a collection of processes, with inputs that determine the output
8. Creative techniques
9. Discover customer requirements
10. Familiarization of the Sigma Level concept to evaluate the capability of a process or organization
11. Understand requirements for successfully implementing the Six-Sigma methodology within an organization