

Lean Six Sigma Green Belt Certification Course

21-26 February 2017 or 16-19 May 2018 or 4-7 July 2017 or 29-31 August and 1 September 2017 or 17-20 October 2017 or 5-8 December 2017

Combining Six Sigma and Lean methodologies to achieve business process performance improvements!

Learn how to reduce business waste and improve the quality of your business processes with this 4-day public course offered by QUT's BPM Discipline.

The BPM Challenge

Improving business processes is on top of the agenda for chief and senior executives. This requires a solid understanding of current and future business processes and their alignment with business objectives. Process improvement includes identifying and improving business processes in an organisation.

Lean Six Sigma is a rigorous and disciplined methodology that uses organisational data and statistical analysis to measure and improve the performance of an organisation's business processes. The objectives are to eliminate waste, defects, rework and mistakes, increase customer satisfaction, and increase profitability and competitiveness.

Our Offering

This public 4-day course on Lean Six Sigma, part of our training series on Business Process Management, provides a comprehensive coverage of the Six Sigma DMAIC approach (Define, Measure, Analyse, Improve and Control) while incorporating the principles of Lean Management. Hands-on case studies will provide course participants with direct exposure to common process issues that can be fixed through the application of the DMAIC approach. Various statistical analysis techniques will be presented throughout the course and put in practice via supervised exercises. The course content is aligned with the *Universally Accepted Lean Six Sigma Body of Knowledge for Green Belts*, developed by the International Association for Six Sigma Certification (www.iassc.org). At the end of the course, participants will receive instructions on how to prepare for the certification exam based on this body of knowledge.

CONTENT AT A GLANCE

- Introduction to Lean Six Sigma
- The DMAIC cycle
- 'Define' – Definition of core processes
- 'Measure' – Measurement of relevant processes and quality criteria
- 'Analysis' – Problem analysis with process analysis tools and techniques
- 'Improvement' – Searching for process solutions
- 'Controlling' – Development and implementation of process monitoring
- Lean Six Sigma vs. Business Process Management
- Content recap
- How to prepare for the Six Sigma Green Belt certification exam

Audience

This course addresses the needs of individuals that want to strengthen and improve their process improvement capabilities, with a focus on lean and six sigma methodologies. The course is relevant to business personnel involved in process improvement projects, IT staff involved in process automation initiatives, and executives involved in BPM and strategic development projects.

Our Trainers

QUT's BPM Discipline, among the top five BPM training providers in the world, according to Forrester Research (BPM Training and Certification Programs, Q2 2012), features internationally seasoned instructors with sound academic and professional experience. No other BPM training facility in Australia can lay claim to the robust thought-leadership of our team.

Extensive research publications, a rich international network and the continuous involvement in relevant R&D activities ensure that our BPM training remains cutting-edge yet at the reach of organisations of different sizes.

Course, Costs and Registration

Lean Six Sigma is offered as a 4-day workshop (9:00am – 5:00pm each day).

The course fee of **\$3,080** per person includes GST, catering, all course material, additional readings, comprehensive feedback, and preparation for the certification exam. 25% discount applies to current QUT students and staff; 15% discount applies for QUT alumni; group discounts are also available.

At the end of the course, participants will receive a "Certificate of Participation". Participants may elect to take a certification exam online, on-demand via the International Association of Six Sigma Certification website (<http://iassc.org>). This exam incurs an extra fee. A pathway to QUT's award courses such as the Master of BPM and the new Graduate Certificate in BPM is also available, if the student passes the IASSC or a QUT-internal exam, plus a project-based assessment. This option also attracts an extra fee.

More information and the online registration can be accessed by scanning the QR code below or by visiting <http://bpm-training.com/upcoming-courses>.

This course is part of our operational-level courses on BPM. Other complementary courses include Business Process Modelling with BPMN and Business Process Analysis and Redesign. Find out more about all our BPM courses at <http://bpm-training.com> or contact us directly.

Contact

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This is what our Clients say

"As the director who undertook the course I personally recommend it and will be spreading the methodology through the Financial Services area I manage as well as the rest of our company."

"Much more enjoying and challenging of preconceptions than I anticipated."

"The organisation of the seminar from registration to finish was excellent."

"Excellent relevance to today's market's needs."

"It was spot-on for my requirements."

"Pitched at correct intellectual level; real life examples; humour; tasks in the case study and constructive feedback on the day and afterwards."

"QUT were prepared to provide good, 'real world' knowledge to the group."

"The groundwork to develop this course to match our needs was well orchestrated and paid off. The professionalism of all presenters was refreshing."