

## Lean Six Sigma Green Belt

2-5 Feb 2021 (F2F), 23-26 Feb 2021 (F2F), 20-28 Apr 2021 (Virtual), 22-25 Jun 2021 (F2F), 24Aug-1Sep 2021 (Virtual), 19-22 Oct 2021 (F2F), 30Nov-8Dec 2021 (Virtual)

### 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 Group.*

#### The BPM Challenge

Improving business processes is at the top of the agenda for 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 Green Belt 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 into 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](http://www.iassc.org)).

As part of our course, we will illustrate the structure of this exam and provide material to assist in studying for the exam. In order to pass the exam you will need to integrate the content presented in the course with the material provided and study this thoroughly in your own time. At the end of the course, participants will receive instructions on how to prepare for the certification exam based on this body of knowledge. *The certification exam incurs an extra fee and it is not administered by QUT.*

#### 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 Deployment
- BPM and Lean Six Sigma
- Case Studies
- 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 Group, among the top five BPM training providers in the world, according to Forrester Research (BPM Training and Certification Programs, Q2 2012), features experienced instructors with relevant academic and professional expertise. 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 Certification

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

The course fee of \$3,520 plus GST per person includes catering, all course material, additional readings, and detailed feedback. 25% discount applies to current QUT students, staff, and alumni; group discounts are also available. For virtual delivery, the course fee is \$3,210 plus GST.

At the end of the course, participants will receive a "Certificate of Attendance" documenting their participation in the course.

Participants who wish to receive the official Green Belt Certification will need to sit for the Green Belt certification exam online, on-demand via the International Association of Six Sigma Certification (IASSC) website (<http://iassc.org>). *This certification exam incurs an extra fee and it is not administered by QUT.*

This course complements our other BPM courses: Business Process Modelling with BPMN and Improvement, Business Process Data Analytics, and Strategic Business Process Management. Find out more about all our BPM courses, certification pathway, and online registration at <http://bpm-training.com> or contact us directly.

## Contact

### Dr Kanika Goel

Associate Lecturer  
Business Process Management Research Group  
School of Information Systems  
Science and Engineering Faculty  
Queensland University of Technology

P +61 (0)7 3138 4780  
E [k.goel@qut.edu.au](mailto:k.goel@qut.edu.au)

## What our Clients say about our courses

*"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."*

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

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

*"The scenarios were really useful and I thought there was a good balance between theory and practical exercises."*

*"Course content interesting and relevant to my role. Excellent presentation of course materials ...."*

*"Best training course I've attended. ...I'm looking forward to learning more."*

*"Thank you for taking us through the course. Looking forward to getting involved in projects to reach certification."*

*"The real life scenarios were most valuable."*