

# “INCREASE YOUR COMPANY’S COMPETITIVENESS & GET A LEAN SIX SIGMA CERTIFICATION”



## 1 Day-White Belt Certification

### WHAT IS IT:

A Lean Six Sigma simulation designed for GE to help participants understand how to make better business decisions; improve business results, improve customer satisfaction, improve process efficiency and understand how they all relate to the bottom line. They will make business decisions as part of the simulation and see the impact on customer satisfaction, the process efficiency and the company’s profits.

### WHAT WILL I RECEIVE:

You will learn about Lean and Six Sigma and you will understand the impact of making process changes on the customer, the process, profits and employee satisfaction. You will learn more in 1 Day than most process team members do in 1 month. You will understand the operational and financial improvements that can be made from a logical, disciplined approach to business problem solving.

### COURSE DESCRIPTION

Participants in this fun and experiential simulation learn the skills necessary to apply Lean and six sigma problem solving and process efficiency concepts. Each participant is assigned a job function and is an integral part of improving the process, gaining customer satisfaction and profitability.

GE Chairman, Jack Welch, said Lean and Six Sigma saved his company as much as \$12 billion over five years and added \$1 to its earnings per share.

The Simulation is designed to achieve break through thinking with everyone - from senior executives to salespeople to support staff.

## White Belt Agenda

- Lean is a renowned methodology that eliminates all categories of waste to help maximize efficiencies, decreasing costs and increasing profits.
- Lean Six Sigma logic is used as a frame work to improve cycle time and process management which helps participants make better business decisions.
- Learn the impact of real-world process improvements to the bottom-line and on customer and employee satisfaction.
- Understand the value of balanced scorecards and business metrics.
- Participants are introduced to active listening and questioning techniques to increase an understanding of customer how to determine needs.
- Learn how Lean will help delight your customers with speed and quality, improve your processes, and the value of data and fact based decision making.
- Learn how to take value stream mapping to the 5th level and understand the language of process improvement of Lean and Six Sigma.
- You will have a working knowledge of the basic tools of process improvement and how to apply them you define and remove non-value added process activities, decreasing costs.