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# LEAN SIX SIGMA FOR SERVICES Yellow Belt



ILX Group's Lean Six Sigma for Services Yellow Belt is designed for individuals actively involved in continuous improvement programmes as project contributors and subject matter experts.

The Yellow Belt is the entry level for formal certification and is ideal for anyone involved in DMAIC projects or interested in pursuing a higher belt certification (Green or Black belt), at a later stage.

This intensive two day course will allow delegates to understand in detail the DMAIC problem solving approach of Lean Six Sigma. Yellow Belts are expected to actively contribute to Lean Six Sigma projects and need to understand and apply a variety of Lean Six Sigma techniques.

Real case studies and examples from the audience are used throughout the course to illustrate the application of specific tools for requirements engineering (the Voice of the Customer) and for process modelling, analysis and measurement (the Voice of the Process).

## LEARNING OBJECTIVES

Upon successful completion of the course candidates will be able to:

- ✓ Identify potential improvements in their organisation (Project selection)
- ✓ Participate to Lean Six Sigma projects (as contributors and subject matter experts)
- ✓ Apply problem solving and process analysis techniques (qualitative only)
- ✓ Perform process root cause analysis and value analysis
- ✓ Drive change and continuous improvement

## WHAT'S INCLUDED

- ✓ All accompanying course material
- ✓ Refreshments will also be provided throughout the duration of the training

## BENEFITS

### For the individual

- ✓ Learn valuable problem solving skills and tools
- ✓ Prepare to effectively fulfil the role of Lean Six Sigma Yellow Belt in DMAIC projects
- ✓ Gain a Lean Six Sigma Yellow Belt certification

### For the organisation

- ✓ Increase Process Improvement and Problem solving knowledge
- ✓ Availability of qualified resources to allocate to Improvement projects
- ✓ The Return On Investment on DMAIC projects
- ✓ Reinforce a culture of continuous process and service improvement

## Target Audience

- ✓ Head of Change and Continuous Improvement
- ✓ Project and Programme Manager
- ✓ Business Analyst
- ✓ Service Delivery Manager
- ✓ Process Experts (including Lean Six Sigma Experts)
- ✓ Customer Experience teams
- ✓ IT Professionals

## Pre requisites

None

## Accreditation

Participants are awarded the ILX Lean Six Sigma for Services Yellow Belt certificate, upon completion of the two day course (100% attendance required).

## Scheduled Dates & Prices

See our latest public schedule for dates, venues and prices at [www.ilxgroup.com](http://www.ilxgroup.com).

## Reservations & Information

To reserve your place on this course, or to find out more about in-house courses, please contact your local training advisor or email [contactus@ilxgroup.com](mailto:contactus@ilxgroup.com) for further assistance.

## COURSE CONTENT

- ✓ Lean Six Sigma – Introduction and key concepts
- ✓ Lean Six Sigma Project selection
- ✓ Define:
  - The Voice of the Customer
  - The Voice of the Process
- ✓ Measure:
  - The Measurement Framework
  - The Process for Measurement
- ✓ Analyse:
  - The Process view
  - The Data view
  - The Root Causes
- ✓ Improve: Overview
- ✓ Control: Overview
- ✓ Lean Six Sigma and Change Management
- ✓ Lean Six Sigma for Services – Delegates Project work

## ABOUT ILX GROUP (ILX)



ILX Group is a global all-in-one provider of Best Practice Learning Solutions. ILX delivers Portfolio Programme & Project Management, IT Service Management, Risk Management and Business Financial Literacy learning solutions. The Best Practice courses are delivered through a blend of classroom, workshops, e-learning and mobile platforms.

ILX is a market leader in PRINCE2 training and has provided Best Practice learning to more than 250,000 people across 5,000 organisations in over 100 countries. ILX works closely with its clients to deliver industry standard qualifications and helps organisations to deliver continuous workforce improvement. The company and its multi-lingual trainers can support customers around the world with local offices also in the UK, Middle East, India, Australia and New Zealand.

For further information visit [www.ilxgroup.com](http://www.ilxgroup.com) or follow us on Twitter [twitter.com/ilxgroup](https://twitter.com/ilxgroup), Facebook [facebook.com/ILXGroup](https://facebook.com/ILXGroup), or LinkedIn [linkedin.com/company/ilx-group-plc](https://linkedin.com/company/ilx-group-plc).

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*Leading provider of Project,  
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