



LEAN SIX SIGMA TRAINING

YELLOW/GREEN BELT

COURSE

DAY 1

Day 1

- What is Lean Six Sigma ?
- 8 Wastes
- 5S
- Voice of the Customer (VOC) and CTQs Process
- Mapping, Value Stream Mapping

Class Schedule:

All times shown are USA EST

- Start 11:00am
- Break 1:10pm - 1:30pm
- Finish 3:30pm

** 1 to 2 hours Homework*



TOPIC 1: WHAT IS LEAN SIX SIGMA?

Notes:

SUMMARY

QUIZ

- *What was the name of the first company to use the name 'SIX SIGMA' to describe its Quality Management System?*
- *What is the First Principle of Lean production ? What is the most important thing that a Lean process must produce ?*
- *Which Japanese company is considered as being the first to use true 'Lean Production' effectively and successfully ?*
- *A basic principle of Six Sigma is to always find the true original source of a defect or problem. This is called _____ ?*
- *A "Six Sigma Process" is often described one that produces no more than 3.4 DPMO
What does DPMO stand for ?*
- *What is the role of a Yellow Belt on a Lean Six Sigma project?*
- *What is the role of a Green Belt in an organization ?*
- *What is the role of a Black Belt in an organization ?*

TOPIC 2: 8 WASTES

Notes:

SUMMARY

QUIZ

- *Which of the traditional 8-Wastes of 'DOWNTIME' is concerned with reducing the complexity of processes and taking out unnecessary steps or activities ?*
- *What is the name of the Waste of producing more than the customer demand can absorb ?*
- *What is Waste called when an activity or step in process needs to be repeated because it was not done 'Right-First-Time' ?*
- *What Waste results in Queues or Backlogs of materials or work ?*
- *What is the Japanese word for 'Waste' ?*

TOPIC 3: 5S

Notes:

SUMMARY

QUIZ

- *Which stage of the 5S method is used to ensure that the workers have the good habits and discipline to continue the other 4S tasks.*
- *In 5S the action of removing unnecessary tools, equipment and materials from the workspace is called _____.*
- *Cleaning the workplace of dirt, dust and litter is called what in 5S ?*
- *Give one example of a 5S method used for SET IN ORDER / STRAIGHTEN ?*

TOPIC 4: VOICE OF THE CUSTOMER (VOC) AND CTQS PROCESS

Notes:

SUMMARY

QUIZ

- *What Tool is used to understand what is Critical to Quality (CTQ) by Forming 3 categories, 'Basic Requirements', 'Performers' and 'Delighters' ?*
- *Splitting Customers into groups according to different needs or behaviours is called _____.*
- *CTQs are also sometimes called CTCs or CTSSs. What does CTS stand for ?*
- *Give one example of a method used to understand the Voice of the Customer ?*

TOPIC 5: MAPPING, VALUE STREAM MAPPING

Notes:

SUMMARY