

Certified Lean Six Sigma and Process Excellence Manager (Lean Six Sigma Black Belt Certification)

24 - 26 April 2015 & 27 - 29 June 2015

6-day certification program for BUSY professionals & executives!

*Certificate holders are eligible to apply for
the membership of Six Sigma Society.*

1-year FREE membership!!

Importance of Lean Six Sigma

The Lean Six Sigma approach provides practical methodologies derived from 'fact-based' systems which:

- produce the deliverables expected with minimize resources;
- provide the basis for achieving the short term and intermediate goals
- promise a positive change to business performance

Objectives

1. To equip candidates with the knowledge and skills for Lean Six Sigma project deployment in a company
2. To develop candidates into competent Black Belts through personal coaching and project mentoring.
3. To equip candidates with the skills to lead and coach Lean Six Sigma teams on improvement projects.
4. To develop candidates into internal "change management" consultants.

Speaker Profile

Dr. John Man PhD (Quality Mgt), MA(Edu), MBA(HR & Change Mgt), BA(Ind. Psy.), BA(Pol, Hist & Soc)

Dr. Man is a Six Sigma Master Black Belts of both the Juran Institute and the American Society of Quality. He has been a devoted Six Sigma Project Mentor for hundreds of Green Belt projects and over hundred of Black Belt projects.

Dr Man has more than 19 years of training and consulting experience in the Asia Pacific Region. He has wide experience in working with public sector organizations, non-governmental organizations, service and manufacturing enterprises. He completed the deployment of business performance excellence models in various industries, which enabled organizations to achieve obvious improvement in productivity.



Supporting
Organization



Enterprise needs	What will perfect the quality of products and services that match international standards? <ul style="list-style-type: none"> • We demand that product and service providers deliver what is promised. • We return to those providers who are consistent in their delivery. • We derive confidence from those providers who demonstrate the capability of meeting the requirements expected. • We prefer to remain with providers who visibly attempt and offer new products and benefits and respect them when they engage in effective recovery strategies to meet demands. • We appreciate the value of loyalty, safety, satisfaction and delight. The risks of not meeting requirements are not ascertained after the delivery but in the ability of the provider to design and control the processes that will actually deliver what was expected.
Do you need this program?	<ol style="list-style-type: none"> 1. Does your enterprise require people to queue before they are served? 2. Are there channels of approval required that keep customers waiting? 3. Do documents get lost in transit? 4. Do customers get 'turned off' by your staff? 5. Are there repetitions, duplication of work, inspections in the work flow? 6. Do we create layers to check the work of staff? 7. Are we spending more than 20% of official work hours in meetings? 8. Do we look at other departments or functions as the cause for the errors and discrepancies. 9. Do we spend time travelling and moving around in the work place to get things done? 10. Do your staffs know the standard of work expected before they start on the task? 11. Does your superior withhold information that impacts on product and service delivery? 12. Do you hold the view that it costs more to provide better products and services to those who need it? 13. Do you accept the thinking that others who need your product or service should accept whatever standard of delivery that you set for them? <p><i>If your answer to any question above is 'YES', then it is vital that you engage yourself in the program that is designed to shift your paradigm in managing and controlling superior product and service delivery.</i></p>
Target Participants	Executives, Managers, Professionals, and Administrators, of both the service and manufacturing industries, who are responsible for cross functional processes.

Pathway to Lean + Six Sigma Black Belt Certification

The action learning program is designed to enable participants to **apply the methods and tools to specific enterprise scenarios**. Participants need to show how these were executed during the course of the program.

Certificate will be given to participants who:

1. Complete & submit all assessments within 6 weeks after the course completion;
2. Get pass in all assessments/ assignments; and
3. Complete the program with 100% attendance rate; and
4. Achieve a pass grade in the presentation

On-line coaching and advice will be provided to participants to apply the methods and complete the assignments successfully.

Special Privileges to Certificate holders

1 Offer from Six Sigma Society

Certificate holders are eligible to apply for the membership of Six Sigma Society. The **first year's subscription fee will be waived**.

2 Offer from Hong Kong Society for Quality (HKSQ) :

Certificate holders can enjoy special offers from HKSQ for **attending related training program or purchase related examination primer**, such as:

1. Workshop on Body of Knowledge for Six Sigma Black Belt - preparation for taking American Society for Quality (ASQ)'s Six Sigma Black Belt Certification Examination; and
2. ASQ Certification Examination Primer and Exam CD for Certified Six Sigma Black Belt

For details, please contact HKSQ at (852) 2766 6591 or visit HKSQ's web-site: www.hksq.org

MODULE 1	Lean thinking for Business Performance Management [24 Apr 2015 (Fri) 1pm – 9pm] [25 Apr 2015 (Sat) 8am – 12nn]
	Lean principles need to be understood in the context of product/service delivery. The complementary role of Six Sigma makes lean solutions possible. 1. The urgency and need for lean in product and service delivery 2. Adopting a lean mindset 3. Deploying lean approaches for retention, loyalty and delight 4. Lean drivers and requirements 5. Six Sigma body of knowledge
MODULE 2	Organization readiness [25 Apr 2015 (Sat) 1pm – 9pm] [26 Apr 2015 (Sun) 8am – 12nn]
	The structure that supports the deployment of lean + six sigma should enable the organization to engage in using the methodologies and realise the impact of solutions as soon possible. Key decision makers resolve and will is critical for launching an initiative that seeks to modify work place behaviours and attitudes. 1. Strategic business performance and change acceleration plan 2. Defining Key Performance Indicators (KPIs) and dashboards 3. Identify core processes that are aligned to KPIs 4. Basic elements for lean solutions 5. Identifying bottlenecks, quick wins and projects 6. Deploying the change acceleration program
MODULE 3	Lean practices [27 Jun 2015 (Sat) 1pm - 9pm] [28 Jun 2015 (Sun) 8am - 12nn]
	The service environment and nature of product and service delivery provide an excellent opportunity to apply the lean concepts and elements. A careful appreciation of the tools will set the stage for realizing the impact of the solutions. 1. Process analysis with Value Stream Mapping 2. Understanding and Identifying waste 3. Systemic thinking for 'improve' and 'invent projects' 4. Using project road maps
MODULE 4	Statistical rigor for robust solutions [28 Jun 2015 (Sun) 1pm - 9pm] [29 Jun 2015 (Mon) 8am - 12nn]
	The implementation of lean solutions is evaluated by showing 'before' and 'after' comparisons. The impact of the solutions is ascertained by the change the solutions make in meeting service level agreements and delivery goals. Statistical confidence in the solutions will offer the basis for overcoming resistance to change and set the stage for continuous improvement and formalization of solutions. 1. Tracking performance with Statistical Process Control 2. Measurement System Analysis for data integrity 3. Applying Six Sigma calculations and process capability analysis 4. Confirming root causes and possible solutions with Hypothesis tests 5. Setting optimum level with Design of Experiments

Course Fee	HKD 27,000 / HKD 24,300* / HKD 22,950# * Enrol as a group of 2 and settle course fee at once # Holders of Six Sigma Green Belt Certificate of HKPC / members of supporting organization
Venue	1/F, HKPC Building, 78 Tat Chee Avenue, Kowloon Tong, Kowloon
Lanugage	English
Application Procedure	Please complete and send the enrolment form with required documents and fee to us in person / by mail. The enrolment form can be downloaded from: www.hktrainingonline.com/chi/training/enrollform.pdf 1. By mail: Please mark the programme title and programme code on the envelope and send to "Ms Emily Chan, Hong Kong Productivity Council, HKPC Building, 78 Tat Chee Avenue, Kowloon" 2. In person (by cash): 1/F, Hong Kong Productivity Council, HKPC Building, 78 Tat Chee Avenue, Kowloon" Opening hours: Mon-Fri - 09:00-21:00; Sat - 09:00-17:00; Sun & Public Holiday - closed
Enquiry	Ms. Chan Tel: 2788 5802 Email: emilychan@hkpc.org Fax: 2788 6260 Website: www.hktrainingonline.com
Remarks	Please bring your laptop with the installation "Minitab" during the class. For details, please contact us.