

Six Sigma Yellow Belt Certification CSSYB

Course Outline

Module 1: Introduction to Six Sigma

- What is Six Sigma?
 - Focus of Six Sigma
 - Making Customers Happy
 - How They Complement Each Other?
 - Key Principles of Six Sigma
- Processes
 - Different Ways of Looking at Process Improvement
 - What is a Process?
 - Process Concepts
 - Types of Process
 - Comparing Process Types
- Customers, Value, and Waste
 - What are Customers?
 - Who Wants the Outputs?
 - Tension Between the VOB and VOC
 - What Do We Mean by Value?
 - Path to Value
 - Dealing with Values
 - Muda (Waste)
 - Wastes (Muda)
 - Types of Demand
 - Case Study Exercise
- Key Metrics

Module 2: DMAIC Cycle

- What is DMAIC?
- Define
 - Common Tools for Define Phase
 - Gemba Tools
 - Process Stapling
- Measure
 - Common Tools for Measure Phase
 - Spaghetti (Movement/Transportation) Diagrams
 - Measure Tool: Measles Charts
- Analyse
 - Common Tools for Analyse Phase
- Improve
 - Common Tools for Improve Phase
- Control
 - Common Tools for Control Phase

Module 3: Yellow Belt Tools and Techniques

- Triad
 - 5s
 - Poka Yoke
 - SMED
- Voice of the Customer (and CTQ's)
 - Customer Chains
 - Steps of VOC
 - Affinity Diagrams
 - Kano Diagrams
 - CTQs and Requirements
- SIPOC
 - What is a SIPOC?
 - CSandF Web Fulfilment SIPOC
 - Creating a SIPOC
 - Top Tips – SIPOC
- Value Stream Analysis
 - Value Stream Terminology
 - Process Maps
 - Aim of Value Stream Mapping
 - Swim Lanes and Typical Process Map Contents
 - Value Stream Maps
 - Headache Tablets: Value Stream Mapping
- Heijunka
 - Heijunka in a Nutshell
 - Single Piece Flow
 - Pull
 - Kanban
 - Three-Bin System
 - Andon
- Variation and SPC
 - Statistical Process Control (SPC)
 - Two Types of Process Variation
 - Red Bead Experiment
 - Standard Deviation (SD) and Understanding Control Charts
- Defects and Process Capability
 - Conversion Table
 - Process Capability
 - Identifying Process Efficiency
 - Key DPMO Terms
- Identifying the Root Cause(s)
 - 5 Whys
 - Fishbone Diagram
- Solving Problems
 - Problem Solving Framework
 - Prioritisation Tools
 - Tools and Techniques to Generate Needed Solutions
- Introduction to Kaizen

- Kaizen in a Nutshell
- Kaizen in a Business Setting

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