



Six Sigma Yellow Belt

Course Content and Outline

Total Estimated Hours: 20.35

Note: This outline is identical for the Healthcare, Financial Services, and Services versions. The difference for each course lies in the customized case studies, examples and exercises.

Session 1: Introduction (3.95 Hours)

- Introduction
- Higher Standards for Higher Performance
- Lean Six Sigma Defined
- Input Determines Output
- Success Stories
- The 99.9% Problem
- The Sigma Level
- Calculating the Sigma Level – Toolset
- DNA of a Champion
- Lean Six Sigma Framework
- DMAIC - The Lean Six Sigma Improvement Process
- Lean and DMAIC
- Organizing for Success
- Working Relationships
- What's In a Name?
- Session 1 Skill Check

Session 2: Tools for Improvement - Define and Measure (9.65 Hours)

- SESSION 2 - Introduction
- Project Charter Toolset
- Process Mapping
- Process Mapping (SIPOC) Toolset
- Process Flow Charts and Swim Lanes
- Value-Added Flow Charts
- Affinity Diagram Toolset
- CTQC Tree Diagram Toolset
- Voice Of The Customer As Specifications
- DEFINE Progress Review
- Measurement & Metrics
- Trend Chart Toolset
- Histogram Toolset
- Quantifying Process Variability
- SPC - Introduction and Background
- X and Moving Range Charts - Toolset
- Pareto Chart Toolset
- MEASURE - Progress Review
- Exercises and Quiz

Session 3: Tools for Improvement - Analyze, Improve, and Control (6.75 Hours)

- SESSION 3 - Introduction
- Cause & Effect Diagram Toolset
- 5-Why, 1-How
- Scatter Plot Toolset
- ANALYZE - Progress Review
- FMEA Toolset
- Brainstorming
- Prioritizing and Selecting a Solution
- Piloting a Solution
- IMPROVE - Progress Review
- Control Plan
- Standardized Work - Documenting Process Changes
- CONTROL - Progress Review
- SESSION 3 - Exercises and Quiz
- Course Completion

Updated: 1/1/10