



Yellow Belt Six Sigma Workshop

A Yellow Belt is an employee who has received training in the foundation concepts of Six Sigma.

W

Workshop Overview:

The Yellow Belt gathers data, participates in problem-solving efforts, has a fundamental knowledge of process management and an understanding of the theory of variation. It is this collective knowledge that allows an organization, by developing a cadre of yellow belts, to create an environment of increased customer satisfaction, increased profit margins, shortened cycle times and reduced costs.

This 2 day workshop focuses on Six Sigma concepts, methodology and tools often used in planning and implementing improvement initiatives. The focus of this course is to provide participants/teams with:



- An understanding of a specific improvement model
- The ability to use designated quantitative and qualitative problem solving tools at the appropriate time to solve specific problems
- The ability to identify opportunities for improvement and establish performance measures in addition to establishing a data collection process
- An understanding of the principles of variation and tampering

Who should attend?

All levels of management and key front line associates who will be involved in the overall improvement efforts of the organization.

Workshop Benefits:

Upon completion of this course participants (by being a member of 3 to 4 person teams) will be able to:

- Identify and define problems/issues clearly
- Standardize a system for measuring and prioritizing problems/issues
- Analyze problems to determine the root cause(s)
- Understand concepts of variation, tampering, common causes and special causes
- Use key Six Sigma improvement/problem solving tools
- Distinguish between attribute and variable data
- Understand control chart theory
- Understand the benefits of process management
- Distinguish between special and common causes
- Develop a system for collecting data

Participants will receive:

Six Sigma/Yellow Belt Manual (includes Six Sigma philosophy, definitions, DMAIC improvement model, sigma measurement system, background/construction and development information on quantitative and qualitative improvement tools.

Workshop Agenda:

Day 1:

- Six Sigma Overview
- Terms, Sigma Calculations, Roles & Responsibilities
- Selection Matrix
- Problem Solving Checklist
- Brainstorming/Brainwriting
- Affinity Diagram
- Multivoting
- Cause and Effect Diagram
- Five Why's
- Check Sheet
- Pareto Chart
- Force Field Analysis

Day 2:

- Radar Chart (Spider Diagram)
- Interrelationship Digraph
- Process Management ("As Is" & "Should Be")
- Measurement System Checklist
- Data Gathering Checklist
- Cost/Benefit Analysis (Net Present Value, Internal Rate of Return - Payback Period)
- Concepts of Variability
- Control Chart Theory
- Tampering
- Solution Window
- Solution Checklist

Problem Solving/Improvement Methodology (DMAIC):

- Define and clarify what needs to be improved
- Data gather and determine what to measure and how to gather data on our current performance
- Analyze the data and develop an improvement plan
- Implement our current process and measure success
- Control the gains and continue the improvement

Steps to Six Sigma:

1. Identify your products and services (What do you do? What business are you in?).
2. Identify your customers, what they consider important and what you need to do to meet their requirements (Who do you serve? What standards must you and your suppliers meet? How do your customers define defects?).
3. Assess how well you are meeting customer needs: Identify and rank improvement opportunities (How well are you doing? Where do you most need improvement?).
4. Define, map and measure the process for doing work (current state).
5. Analyze data, remove non-valued activities and mistake-proof the process.
6. Improve continuously (measure, analyze, problem solve, check results and institutionalize).