

BLACK BELT COMPREHENSIVE CLASSROOM TRAINING - 8 DAYS



LEAN SIX SIGMA BLACK BELT CERTIFICATION

STEPS

STRATEGIC TOOLS ENHANCING PERFORMANCE STANDARDS

PRICE : RM8,900.00

VENUE : TBC

- SESSION **1** 2 days
- SESSION **2** 2 days
- SESSION **3** 2 days
- SESSION **4** 2 days

** Any changes on the date will be notified in advance*

HRD CORP
HUMAN RESOURCE DEVELOPMENT CORPORATION



"An organisation's ability to LEARN, and translate that learning into ACTION rapidly is the ultimate COMPETITIVE ADVANTAGE

- Jack Welch , former General Electric CEO

LEAN SIX SIGMA CERTIFICATION

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“Organizations that properly define a strategy for Lean, engaging leaders and employees, and communicating better will be more successful”

- Mark Graban,
Lean Healthcare practice

Six Sigma is a proven systematic approach to improve measurable results for any organization – whether manufacturing or service (logistics, health, hospitality, finance, councils & public administration). Learning Six Sigma and applying its methodologies in your work life can help you to stand apart from the crowd and brings a greater impact to the business.

Having Six Sigma certification on your resume sets you apart from your uncertified counterparts and demonstrates your business acumen and analytical skills. The Six Sigma Black Belt training takes organizations to the next level by uniting product and process excellence with goals such as improving customer service and/or enhancing shareholder value creation. Leaders in today's organizations are turning to the Six Sigma Black Belt training to enhance competitive edge, improve service and build the skill base needed to sustain performance improvement. A Black Belt credential holder is a leader who understands team dynamics, knows proper role delineation and responsibilities. Because we truly believe in providing our clients with the right tools for the job, we at STEPS QM SDN BHD offers an additional specialization for industrial Black Belts. Hands-on exercises and tutorials are utilized to ensure rapid learning and knowledge retention. This program is delivered in eight days to allow participants to apply the tools and methods to a project in their own business while being coached by highly qualified trainers.

This Black Belt Certification will help participants to understand Six Sigma philosophies and principles, including the supporting systems and tools, demonstrates team leadership and understands all aspects of the DMAIC model in accordance with Six Sigma principles for better industrial and management purpose.

WHO SHOULD ATTEND

Why do some organisations outdistance the field while their peers and competitors struggle to keep up? The difference lies in the different approach of the leaders. In these 8 days comprehensive ISI Six Sigma certification represents the extensive study and exhaustive application of Six Sigma and other process improvement techniques. ISI Six Sigma Black Belt participants will plunge greater into the Lean Six Sigma methodologies and bring the participants to the level to steer project teams to achieve innovation business improvements for their organizations. This certification will also emphasize on advanced statistical analysis and organizational change management.

- Executive Officers
- Managers / Project Manager
- Head of Departments (HOD)
- Managing Directors
- Chief Operating Officers (COO)
- Chief Executive Officers (CEO)
- Entrepreneurs
- Intrapreneurs
- Start up leaders

INDUSTRY

Industries as below:

- Operations
- Quality
- Academic/Educational
- Manufacturing
- Process Industries
- Transactional
- Functions
- Healthcare / Medical
- Sales and Marketing
- Services
- Financial
- Government

BLACK BELT PROGRAMME CONTENT

Training Objectives:

- Provide roadmap, tools and methodology using Six Sigma using structured DMAIC model.
- Achieving excellence while providing quality services. The concepts and techniques can be adapted to any real-world challenge across industries, market segments and geographies.
- The Black Belt Course is designed to improve process performance, deliver high-impact projects and achieve significant cost savings.
- The Certified Six Sigma Black Belt is a professional who can explain Six Sigma philosophies and principles.
- Black Belts will demonstrate team leadership, understand team dynamics and assign team member roles and responsibilities.
- Black Belts will gain thorough understanding of all aspects of the DMAIC model in accordance with Six Sigma principles.
- Black Belts will gain knowledge of Lean enterprise concepts, are able to identify non-value-added elements and activities.

LEAN SIX SIGMA CERTIFICATION

BLACK BELT COMPREHENSIVE CLASSROOM TRAINING - 8 DAYS

SESSION 1: DEFINE & MEASURE PHASE

DEFINE & MEASURE PHASE / 3 Days

- Introduction & Overview of Six Sigma
- Cost of Poor Quality (COPQ)
- Drill Down Tree & Pareto Chart
- Project Charter Development
- Teams & Stakeholder Analysis
- Voice of Customers (VOC) & Kano Model
- SIPOC & Basic Process Mapping

- Financial Analysis and Cost Savings
- Root Cause Analysis (RCA) Tools
- Cause & Effect Matrix
- Operational Definition
- Data Collection Plan
- Basic Statistics and Sampling Techniques
- Capability Analysis and Sigma Value
- Graphical & Value Analysis
- Detailed Process Mapping
- Fishbone Diagram
- Failure Modes and Effects Analysis (FMEA)

SESSION 2: ANALYSE PHASE

ANALYSE PHASE / 2 Days

- Hypothesis Testing
- Advanced Statistical Root Cause Analysis tools:
 - Type 1 & Type 2 error
 - Degree of Freedom
 - Power and Sample Size
 - 1 Sample t-Test
 - 2 Sample t-Test
 - One way ANOVA
 - Test of Equal Variance (TOEV)
 - Non-Parametric Analysis and Two Way ANOVA
- Advanced Graphical Analysis
 - Sigma Value / Z-Bench

- Graphical Tools for Statistics
- Pareto Charts
- Box Plots
- Run Charts
- Dot Plots
- Scatter Plots
- Matrix Plots
- Histograms
- Time Series Plots

- Regression Analysis
 - Correlation Analysis
 - Multiple Regression
 - Simple Linear Regression
- Value Stream Mapping (VSM)
- Summarising Potential Factors and Potential Solutions

SESSION 3: IMPROVE & CONTROL PHASE

IMPROVE & CONTROL PHASE / 3 Days

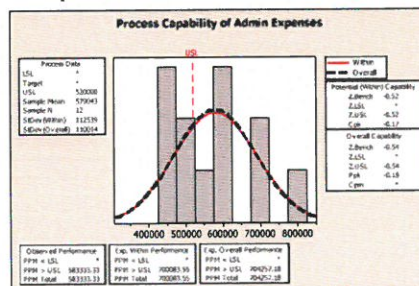
- Generating Improvement Ideas
- Evaluating & Selecting Best Solutions
- Solution & Training Implementation Plan
- Develop & Execute Pilot Plan

- Enterprise Training
- Cost & Benefit Analysis (ROI)
- Process Control Plan
- Standard Operating Procedures (SOP)
- Statistical Process Control (SPC)
- Best Practice and Replication Opportunities
- Process Ownership and Dashboards

MINITAB DURING BLACK BELT SIX SIGMA TRAINING

Where applicable, during the training course, our consultants will provide the participants with training on how to analyse Quality data using the Minitab software which is widely used by Six Sigma practitioners.

Example of Minitab Software:



OUR CONSULTANTS WILL ALSO PROVIDE CANDIDATES WITH USEFUL EXCEL QUALITY TEMPLATES AND TOOLS

StatTools
For Excel Users

Six Sigma
Excel Toolkit



EXAMINATION AND CERTIFICATION

We will administer an examination for the participants upon completion of their training. The examination consists of the following (on last day of training):

Six Sigma Black Belt Certification Exam

- Exam Type : Multiple Choice Questions
- Examination : Open Book Examination
- Passing Rate : 70% and above
- Duration of Exam : 4 Hours
- Location of Exam : At training location
- Cost : Inclusive of training

LEAN SIX SIGMA BLACK BELT CERTIFICATION AND EXAMINATION

The Certified Lean Six Sigma Black Belt CSSC is a professional who is well versed in the Lean Six Sigma Methodology, who leads complex improvement projects, typically in a full-time capacity.

A Lean Six Sigma Black Belt possesses a thorough understanding of all aspects of the Lean Six Sigma Method including a high level of competence in the subject matters contained within the phases of Define, Measure, Analyse, Improve and Control (DMAIC) as defined by the Six Sigma Black Belt Body of Knowledge.

A Lean Six Sigma Black Belt understands how to implement, perform, interpret and apply Lean Six Sigma at an advanced level of proficiency.

Course Fee Inclusive Internal Council for Six Sigma Certification (CSSC)

1. All Participant will be given complimentary Lean Six Sigma Pocket tool book
2. Training will be provided to the candidates prior to exam by qualified trainer.
3. Final project submission within 6 months upon completion of the 8 days modules
4. Internal exam "Council Six Sigma Certification" is included in the package
5. Detailed training modules will be handed out to participant on the first day of training
6. Teabreak and Lunch during training session
7. **100% HRDF claimable**

Mr Rames Gopal : 012 312 2878
r.g@stepsqmsb.com

Ms Nurul : 012 287 3440
nurul@stepsqmsb.com

MS Santha : 016 410 2585
santha@stepsqmsb.com



www.stepsqmsb.com



Steps Qm Sdn Bhd



@StepsQm



Steps Qm Sdn Bhd

STEPS QM SDN BHD (1186427-X)(MOF 357-02261524)

ADDRESS : D-4-3N Garden Shopee @ One City, Jalan USJ 25/1A,
47650 SUBANG JAYA

TEL : +603 8081 1868

FAX : +603 8081 1868

EMAIL : feedback@stepsqmsb.com

REGISTER WITH :



LEAN SIX SIGMA BLACK BELT CERTIFICATION Application Form



CATEGORY OF EMPLOYEE

Please tick (✓) where applicable!

<input type="checkbox"/>	Employee of HRDF Registered Employer
<input type="checkbox"/>	Employee of Non Registered Employer with HRDF

A. TRAINEE INFORMATION!

1. Name :

2. My ID Card No. :

3. Gender : Male Female

4. Address :

Postcode : State:

5. Tel. No (Office) :

6. Tel. No (Handphone) :

7. Email :

8. Academic Qualification : Sijil Pelajaran Malaysia (SPM)
 Sijil Tinggi Pelajaran Malaysia (STPM)
 Certificate / Skills Certificate
 Diploma
 Bachelor Degree
 Master Degree
 Doctoral Degree Others : _____

9. Current Position : Manager Director Board Of Directors
 Senior Manager Others: _____

10. Exact Position :

B. EMPLOYER INFORMATION!

1 Name of Employer :

2 MyCoID (Company :
Registration Number)
- Compulsory

3 Industry : Manufacturing Service Agriculture
 Construction Mining & Quarrying
Specify Sub sector:

4 Address :

Postcode: State:

5 Tel. No (Office) :

6 Fax. No. :

7 Contact Person (HR) :

8 HR Email Address :

C. EMPLOYER ENDORSEMENT!

I hereby declare that the above mentioned trainee is an employee of our company

Signature :
Name :
Position :
Date :

D. EMPLOYEE ENDORSEMENT!

I declare that the facts stated in this application and the accompanying information are true and correct and I have not withheld / distorted any material fact.

Signature :
Name :
MyID Card No. :
Date :