



Crystal Lean Solutions  
**Training  
Academy**

# Course Directory



+353 87 691 2043



Croom, Co. Limerick



[www.crystalleansolutions.ie](http://www.crystalleansolutions.ie)



[office@crystalleansolutions.ie](mailto:office@crystalleansolutions.ie)

# Crystal Lean Solutions

## *Delivering Excellence Together*

At Crystal Lean Solutions, we are passionate about developing people and enhancing processes to deliver meaningful and measurable change. Founded in 2008 and headquartered in Limerick, we work with a diverse range of organisations across Ireland, the UK and Europe, supporting them in their journey toward operational excellence through Lean thinking and leadership capability.

Our work is grounded in Lean and Six Sigma principles, but we go far beyond the tools. We focus on embedding a culture of continuous improvement that is aligned with each client's strategic objectives. Whether you are a multinational manufacturer, a healthcare provider, or a high-growth SME, we provide a bespoke approach tailored to your industry, your challenges, and your people.

As a trusted consultancy and training provider, we deliver solutions that are practical, people-centred, and results-driven. Our programmes include Lean Quality Management, Leadership Development, Human Error Prevention, Change Management, and Project Management, among others. We work side by side with our clients - mentoring, coaching and empowering individuals and teams to take ownership of their improvements.

Our extensive cross-sector experience spans manufacturing, engineering, medical devices, electronics, construction, software, and service industries. This breadth gives us a real-world perspective on what works - and what doesn't - when it comes to leading change. We're not just advisors; we're implementation partners who are as committed to the outcome as you are.

We are proud to be an approved consultant for Enterprise Ireland and the IDA, enabling many of our clients to access funding support to invest in upskilling and process development. Our practical expertise and funding guidance provide a powerful combination that ensures both sustainability and value.

At Crystal Lean Solutions, we understand that success is not one-size-fits-all. That's why we take the time to listen, assess, and co-design a development journey that's right for you. From strategic alignment to team-based problem solving, every engagement is designed to build internal capability and deliver tangible results - whether that's reduced costs, improved quality, shorter lead times, or greater customer satisfaction.

If you are looking for a trusted partner to help you navigate the complexities of change and unlock the full potential of your people and processes, we would be delighted to speak with you.

# Welcome to Your Learning Journey with Crystal Lean Solutions

Hello and welcome to the Crystal Lean Solutions Training Academy. We're delighted to have you with us and appreciate you choosing to learn with our team.

At Crystal Lean Solutions, our purpose is simple: to help people and organisations perform better by building practical capability that can be applied straight away in the real world. Our programmes are designed to support learners at every stage of their journey, from those just starting out to experienced leaders, managers, and specialists.

The Training Academy brings together a broad range of development pathways, including Lean and Six Sigma, leadership and management, project management, digital capability, business and personal development, and human error prevention. While the topics may differ, each programme is focused on helping you improve how work is done, make stronger decisions, and achieve better outcomes with confidence.

Practical application is central to everything we do. Our learning is grounded in real organisational challenges, helping you connect ideas to practice and apply new tools and ways of thinking within your own role and workplace.

We believe that meaningful improvement starts with people. As you move through your programme, we encourage you to reflect on how the learning fits your environment and how small, focused changes can lead to lasting impact.

Thank you for investing in your development. We look forward to supporting you throughout your learning journey and helping you turn insight into action.



*Managing Director,  
Crystal Lean Solutions*



If you are planning training for a team, or if you are joining as an individual learner, I am happy to help you navigate the options and identify the programme that best fits your needs. I can support you with planning and coordination, and I am always happy to talk through what might work best based on your goals and current situation.



*Training Academy Operations Coordinator,  
Crystal Lean Solutions*



## Management Development Programmes

Professional Diploma in Leadership	11
Change Management	12
Constructive Conversations	12
Teamwork and Conflict Management	13

## Business Development Programmes

Strategy Development and Deployment	15
Accountability through Tiered Management	15
Project Portfolio Management	16

## Personal Development Programmes

Effective Presentation Skills	18
Leading with Emotional Intelligence	18
Situational Leadership	19
Professional Coaching	19
Time Management Skills	20
Leader Standard Work	20
Creative Problem Solving	21
Critical Thinking	21
Decision Making	22
Commercial Acumen	22
Team Dynamics	23
Communication Skills	23
Negotiation Skills	24

## Project Management Programmes

Professional Certificate in Project Management	26
Professional Diploma in Project Management	26
Last Planner® System	27
Scrum Training	27

## Lean Programmes

### Manufacturing

Lean Six Sigma White Belt	30
Lean Six Sigma Yellow Belt	30
Lean Six Sigma Green Belt	31
ASQ Lean Six Sigma Yellow Belt	31
ASQ Lean Six Sigma Green Belt	32
ASQ Lean Six Sigma Black Belt	32

### Construction

Lean White Belt	34
Lean Yellow Belt	34
Lean Green Belt	35
LCi White Belt	35
LCi Yellow Belt	36
LCi Green Belt	36

### Services

Lean Six Sigma White Belt	38
Lean Six Sigma Yellow Belt	38
Lean Six Sigma Green Belt	39

## Human Error Prevention

Human Error Leadership	41
Human Error Problem Solving	41
Design of SMART Procedures	42

## Digital Programmes

AI and Digital Productivity Essentials	44
Introduction to Excel	44
Intermediate Excel	45

## Lean Six Sigma Tools

Process Capability	47
FMEA	47
Measurement System Analysis (MSA)	48
Introduction to A3 Problem Solving	48
A3 Problem Solving	49
5S	49

## Our Customers

50

# Accredited Training with Crystal Lean Solutions

At Crystal Lean Solutions, we are proud to be a registered training provider for internationally recognised and industry-leading programmes. Our accredited courses are designed to empower individuals and organisations with the skills, tools, and confidence to drive continuous improvement and deliver excellence.

We are fully approved to deliver training under the following professional bodies:

- **Engineers Ireland**

Engineers Ireland is the professional body representing over 25,000 engineers across all disciplines. Access high-quality CPD-accredited training that meets the professional development requirements towards maintaining professional membership and advancement in your career.



- **Lean Construction Ireland (LCi)**

LCi is Ireland's leading advocate for Lean adoption in construction. Build capability in Lean principles and practices tailored to the construction industry, supporting productivity, collaboration, and innovation. We deliver training aligned to the LCi vision of transforming the Irish construction industry through Lean practices.



- **ASQ (American Society for Quality)**

ASQ is the world's leading authority on quality, with members in more than 130 countries. Gain globally recognised credentials in quality management, problem-solving, and process improvement.



With these accreditations, Crystal Lean Solutions ensures that all programmes are delivered to the highest professional standards, providing trusted learning pathways for individuals and teams striving for operational excellence.

## Funding & Grant Support Options

At Crystal Lean Solutions, we believe funding should never be a barrier to achieving Lean and Operational Excellence. To help businesses advance their competitiveness, Enterprise Ireland (EI), the IDA, and Skillnet Ireland all offer meaningful financial supports across Lean, Digital, Green/Sustainability, and Research & Innovation programmes.

As approved Lean Consultants with EI and the IDA, we make the process simple - guiding you from application to claims so you can focus on results.

### Enterprise Ireland Programmes

**LeanStart, LeanPlus, LeanTransform, Operational Excellence**

#### Digital Supports:

Digital Discovery

Optimise Your Business

Digital Process Innovation

Capital Investment



#### Green & Sustainability Supports

#### Research & Innovation

**Build to Innovate** – Targeted at companies delivering **housing and apartments** who are not exporting, with dedicated supports in Lean, Digital, and R&D.

### IDA Programmes

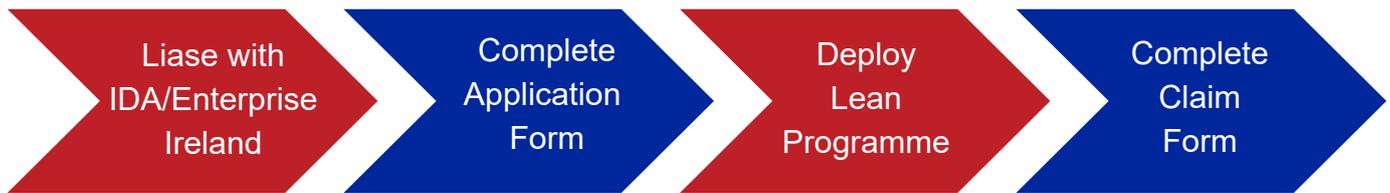


**LeanStart, LeanPlus, LeanTransform**

Supports in **Digital, Green, Sustainability, and R&D**

Funding tailored to multinationals and FDI clients in Ireland.

## How We Support You



### Before You Apply

- Provide an overview of available programmes
- Help identify your Enterprise Ireland Development Advisor or IDA Project Executive
- Scope a suitable project aligned with your goals
- Assist in completing your funding application

### During the Claims Process

- Offer mentoring and guidance throughout the process
- Support paperwork completion and compliance
- Provide templates to simplify the process

## Skillnet Ireland

**What it offers:** Funding towards employee training in Lean, Digital, Leadership, and other operational skills.

**How it helps:** Subsidised training costs, often making programmes significantly more affordable.

**Who it suits:** Businesses of all sizes looking to upskill staff and build a culture of continuous improvement.

### Why Choose Crystal Lean Solutions?

- Experienced & Approved: Trusted consultants for both EI and IDA
- Proven Track Record: Extensive experience securing and managing funding claims
- Tailored Support: Funding pathways aligned to your business strategy
- Maximised Value: Ensuring every euro of funding delivers real results



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# Management Development Programmes



# Professional Diploma in Leadership

**Duration:** 6 Days

**Accreditation:** CPD approved by Engineers Ireland

**Course Code:** 1008

## **Aim:**

- Develop leadership skills to successfully manage engaged and trusting teams to deliver business objectives.
- Empower you to confidently manage teams resulting in high performance teams engrained in the business.
- Embed fundamentals of great conversations and great communication into future leader skillset

## **Objectives:**

- Effectively and collaboratively lead a team to meet the organisations' purpose driven goals while always demonstrating organisational values.
- Optimise decision making to deliver both team and individual goals, aligned with strategic goals and objectives.
- With the self-awareness of your own personality preferences and influencing style, adapt and effectively lead within changing environments with empathy while delivering effective decision making.
- Deliver memorable and high impact communication and presentations.
- Lead teams with a heightened awareness and understanding of team dynamics and manage negative conflict situations.
- Be self-aware of your own influencing and personality preferences to maximise the outcome of every conversation.

## **This Programme is for:**

The Professional Diploma in Leadership programme is suitable for those looking to improve their leadership capabilities, to maximise a positive outcome with the engagement and interaction with people you interact with.

The programme is suitable for:

- All Managerial Roles
- People Leaders
- Influencers of Stakeholders

## Change Management

**Duration:** 1 Day

**Accreditation:** Crystal Lean Solutions

**Course Code:** 1005

### **Aim:**

The aim of the Change Management programme is to provide you with the knowledge and skills to manage a team or organisation through change using a recognised change management framework.

### **Objectives:**

- Describe the 4 phases of change.
- Explain the Change Management process.
- Positively influence the change and support through the change at a human level
- Describe the different levels of emotional intelligence.
- Be self-aware and apply that self-awareness to support people going through the change.

### **This Programme is for:**

The Change Management programme is suitable for anyone that is involved in presenting and communicating to others in a business environment, including but not limited to:

- All Managerial Roles
- People Leaders
- Engineers, HR personnel, Quality, Services, Sales

## Constructive Conversations

**Duration:** 1 Day

**Accreditation:** Crystal Lean Solutions

**Course Code:** 1078

### **Aim:**

The aim of this programme is to equip participants with the skills, confidence, and practical tools to handle challenging discussions in a positive and productive way. Through exploring key principles of effective communication, conflict management strategies, and the GROW coaching model, participants will learn how to build mutual understanding, resolve differences constructively, and guide conversations toward meaningful outcomes.

### **Objectives:**

- Recognise the key principles of constructive communication and their impact on workplace relationships.
- Identify common sources of conflict and apply practical techniques to manage and resolve them effectively.
- Demonstrate active listening and questioning skills to promote understanding and reduce tension.
- Apply the GROW model to structure purposeful conversations that support problem-solving and personal development.
- Rethink approach to conflict for a positive outcome to move forward.
- Develop strategies to maintain composure, empathy, and professionalism during difficult or emotionally charged discussions.

### **This Programme is for:**

This programme is designed for employees, supervisors, and managers who engage in regular communication with colleagues, team members, or clients and wish to improve their ability to handle challenging or sensitive conversations effectively. It is particularly relevant for those in leadership, customer service, or people-focused roles where constructive dialogue, conflict resolution, and coaching conversations are essential to success.

# Teamwork and Conflict Management

**Duration:** 1 Day

**Accreditation:** Crystal Lean Solutions

**Course Code:** 1007

## **Aim:**

The aim of the programme is to provide you with the knowledge and skills to successfully manage engaged and trusting teams to deliver results.

## **Objectives:**

- Describe the 4 stages of team dynamics
- Identify the 6 working genius that are working with your team and align their skills to ensure a successful team result.
- Recognise your own 2 preferences within team execution.
- Use constructive feedback processes to respect the individual to help support a change in behaviours when required.
- Provide constructive feedback when required.

## **This Programme is for:**

This programme is suitable for those looking to improve their leadership capabilities, to maximise a positive outcome when engaging and interacting with people, including:

- All Managerial Roles
- People Leaders
- Project Managers



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# Business Development Programmes



## Strategy Development and Deployment

**Duration:** 2 Days

**Accreditation:** Crystal Lean Solutions

**Course Code:** 1079

### **Aim:**

The aim of the Strategy Development and Deployment programme is to provide you with the knowledge, tools, and frameworks to create a business plan to deliver your strategy and to process to bring strategy to life within the business. This in turn will enable you to communicate and execute effective business strategies that align with organisational goals and deliver measurable results.

### **Objectives:**

- Define what strategy is and why it matters.
- Analyse internal and external business environments.
- Develop strategic objectives aligned to vision and mission.
- Apply strategic planning frameworks and tools.
- Create an implementation plan that engages teams and ensures accountability.

### **This Programme is for:**

The Strategy Development and Deployment programme is suitable for professionals involved in shaping or delivering strategic initiatives within an organisation, including but not limited to:

- Senior Leaders and Executives
- Department Heads and Managers
- Business Development Professionals
- HR and OD Professionals
- Project Managers and Team Leads

## Accountability through Tiered Management

**Duration:** 2 Days

**Accreditation:** Crystal Lean Solutions

**Course Code:** 1080

### **Aim:**

The aim of the Accountability through Tiered Management programme is to provide you with the structure, tools, and behaviours needed to embed a culture of accountability at every level of the organisation through a clearly defined tiered management system.

### **Objectives:**

- Understand the principles and benefits of tiered management.
- Identify roles and responsibilities at each tier.
- Establish effective routines for accountability and performance tracking.
- Implement visual management and escalation processes.
- Foster ownership, clarity, and continuous improvement across teams.

### **This Programme is for:**

The Accountability through Tiered Management programme is suitable for individuals responsible for driving performance and accountability across functions and levels, including but not limited to:

- Frontline and Middle Managers
- Team Leaders and Supervisors
- Continuous Improvement and Lean Professionals

# Project Portfolio Management

**Duration:** 1 Day

**Accreditation:** Crystal Lean Solutions

**Course Code:** 1050

## **Aim:**

The aim of the Project Portfolio Management programme is to provide participants with the skills to effectively select, prioritise, and manage a portfolio of projects aligned with organisational strategy to maximise value and optimise resource use.

## **Objectives:**

- Understand the principles and benefits of project portfolio management.
- Develop criteria for project evaluation and prioritisation.
- Align projects with strategic goals and resource capacity.
- Monitor portfolio performance and manage risks.
- Improve decision-making and governance across the project portfolio.

## **This Programme is for:**

The Project Portfolio Management programme is designed for professionals responsible for managing multiple projects or portfolios, including but not limited to:

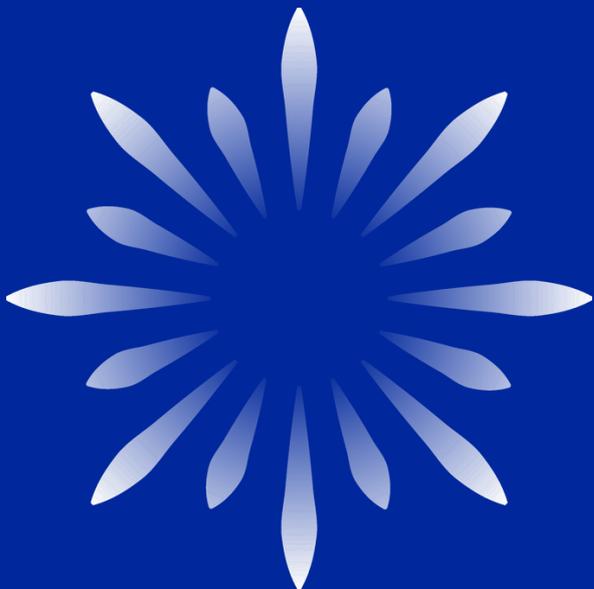
- Portfolio and Programme Managers
- Project Managers
- PMO Staff
- Senior Leaders and Decision Makers
- Operations and Strategy Professionals



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# Personal Development Programmes



## Effective Presentation Skills

**Duration:** 1 Day

**Accreditation:** Crystal Lean Solutions

**Course Code:** 1006

### Aim:

The aim of the Effective Presentation Skills programme is to equip you with the confidence, structure, and delivery techniques to create and deliver impactful presentations tailored to your audience.

### Objectives:

- Understand the key elements of an effective presentation.
- Structure content for clarity, engagement, and impact.
- Develop confident verbal and non-verbal communication skills.
- Adapt your delivery to suit audience needs and settings.
- Use visual aids and storytelling to enhance understanding.

### This Programme is for:

The Effective Presentation Skills programme is suitable for anyone who delivers presentations in a business or professional setting, including but not limited to:

- Managers and Team Leaders
- Sales and Marketing Professionals
- Engineers, Consultants, and Technical Experts
- Trainers and Facilitators
- Graduate and Early Career Professionals

## Leading with Emotional Intelligence

**Duration:** 1 Day

**Accreditation:** Crystal Lean Solutions

**Course Code:** 1081

### Aim:

The aim of the Leading with Emotional Intelligence programme is to develop your ability to lead with self-awareness, empathy, and social skill, enhancing your effectiveness in managing teams, relationships, and workplace dynamics.

### Objectives:

- Understand the five components of emotional intelligence (EI).
- Increase self-awareness and emotional regulation.
- Build empathy and stronger interpersonal connections.
- Use EI to lead, motivate, and influence others.
- Manage conflict and change with emotional insight.

### This Programme is for:

The Leading with Emotional Intelligence programme is suitable for professionals in leadership or aspiring leadership roles who want to enhance their interpersonal effectiveness, including but not limited to:

- Managers and Team Leaders
- HR and People Managers
- Project and Programme Leads
- Senior Executives
- Technical Experts transitioning to leadership

# Situational Leadership

**Duration:** 1 Day

**Accreditation:** Crystal Lean Solutions

**Course Code:** 1082

## **Aim:**

The aim of the Situational Leadership programme is to provide you with the skills to adapt your leadership style to the needs of your team and the situation, enabling you to lead more effectively and develop high-performing individuals.

## **Objectives:**

- Understand the principles of Situational Leadership.
- Recognise the four leadership styles and when to use them.
- Assess the development level of team members.
- Adapt leadership behaviours to support performance and growth.
- Recognise your own personality traits and impact on a situation.
- Adapting your style to get the most out of situational leadership.
- Improve team motivation, engagement, and accountability.

## **This Programme is for:**

The Situational Leadership programme is suitable for anyone in a leadership role who wants to adapt their style to maximise team performance, including but not limited to:

- Team Leaders and Supervisors
- Managers at all levels
- Project and Programme Leaders
- HR and Learning & Development Professionals
- Technical Experts with people leadership responsibilities

# Professional Coaching

**Duration:** 1 Day

**Accreditation:** Crystal Lean Solutions

**Course Code:** 1003

## **Aim:**

The aim of the Professional Coaching programme is to equip managers with practical coaching techniques to develop their team members, enhance performance, and foster a culture of continuous learning and accountability.

## **Objectives:**

- Understand the principles and benefits of coaching in the workplace.
- Apply a structured coaching model (e.g. GROW).
- Develop active listening, questioning, and feedback skills.
- Build trust and create a supportive coaching environment.
- Integrate coaching into everyday management practices.
- Understanding Situational Leadership Styles

## **This Programme is for:**

The Professional Coaching programme is suitable for managers and team leaders who want to support and develop their people more effectively, including but not limited to:

- Line Managers and Supervisors
- HR and People Managers
- Project Leaders
- Department Heads
- Aspiring Leaders

## Time Management Skills

**Duration:** 1 Day

**Accreditation:** Crystal Lean Solutions

**Course Code:** 1083

### **Aim:**

The aim of the Time Management Skills programme is to provide you with practical tools and strategies to prioritise tasks, reduce stress, and improve productivity by making the best use of your time.

### **Objectives:**

- Understand where your time goes and identify time wasters.
- Prioritise tasks based on urgency and importance.
- Use proven time management tools and techniques.
- Set realistic goals and manage competing demands.
- Develop habits for sustained focus and productivity.

### **This Programme is for:**

The Time Management Skills programme is suitable for professionals at all levels who want to improve their personal efficiency and reduce stress, including but not limited to:

- Team Members and Administrators
- Managers and Supervisors
- Project and Programme Staff
- Remote and Hybrid Workers
- Early Career Professionals

## Leader Standard Work

**Duration:** 1 Day

**Accreditation:** Crystal Lean Solutions

**Course Code:** 1084

### **Aim:**

The aim of the Leader Standard Work programme is to equip leaders with the tools and routines to consistently manage daily activities, drive operational excellence, and sustain continuous improvement through structured leadership practices.

### **Objectives:**

- Understand the concept and importance of Leader Standard Work (LSW).
- Identify key leadership routines and behaviours for operational success.
- Develop a daily, weekly, and monthly leader standard work plan.
- Use LSW to improve accountability, communication, and problem-solving.
- Sustain performance and continuous improvement through disciplined routines.

### **This Programme is for:**

The Leader Standard Work programme is suitable for leaders and managers seeking to improve consistency, accountability, and operational control, including but not limited to:

- Frontline and Middle Managers
- Supervisors and Team Leaders
- Continuous Improvement Professionals
- Operations and Quality Managers
- Emerging Leaders

# Creative Problem-Solving

**Duration:** 1 Day

**Accreditation:** Crystal Lean Solutions

**Course Code:** 1086

## **Aim:**

The Creative Problem-Solving programme provides learners with the knowledge and skills to identify and eliminate the Root Cause of Problems using the A3 Report template systematically and effectively.

## **Objectives:**

- Explain the difference between vertical and lateral thinking
- Identify the critical elements of the Problem-Solving process
- Clearly define the requirements for each phase of the Problem-Solving process
- Implement the Problem-Solving Process to a practical example
- Apply A3 problem solving to solve a problem

## **This Programme is for:**

The Creative Problem-Solving programme is suitable for anyone looking to identify and eliminate the root causes of issues using a systematic methodology to help prevent re-occurrence of the problem, including:

- Process Operators and Technicians
- Quality, Manufacturing, Maintenance, and Design Engineers
- Middle, Senior, and Value Stream Managers

# Critical Thinking

**Duration:** 1 Day

**Accreditation:** Crystal Lean Solutions

**Course Code:** 1087

## **Aim:**

The aim of the programme is to strengthen the learner's ability to challenge assumptions during problem solving and identify an optimal solution to problems of different levels of complexity using critical thinking techniques.

## **Objectives:**

- Explain the difference between vertical and lateral thinking
- Understand how the brain works with respect to decision making
- Explain a variety of critical thinking methodologies including critical thinking system map, 9 windows framework, RED model and Socratic questioning technique.
- Apply critical thinking methodologies to a problem to identify an optimal solution.

## **This Programme is for:**

- This programme is designed for professionals at all levels who are involved in problem solving, decision making, or process improvement in their organisations. It is suitable for individuals seeking to enhance their critical thinking capability to support better business outcomes.

# Decision Making

**Duration:** 1 Day

**Accreditation:** Crystal Lean Solutions

**Course Code:** 1085

## **Aim:**

The aim of the programme is to provide the learner with the knowledge and skills to utilise the appropriate decision-making model to deliver an optimal solution when different options are presented.

## **Objectives:**

- Describe how the brain makes decisions
- Explain the purpose of different decision-making models and when to apply them
- Describe and apply team-based decision-making models
- Describe and apply risk-based decision-making models
- Describe and apply the cost benefit analysis for decision making

## **This Programme is for:**

This programme is aimed at team leads, supervisors, and emerging leaders who contribute to business decisions and need confidence in justifying chosen solutions. It supports those seeking to build more structured and transparent decision-making practices.

# Commercial Acumen

**Duration:** 1 Day

**Accreditation:** Crystal Lean Solutions

**Course Code:** 1088

## **Aim:**

The aim of this programme is to build the commercial awareness of participants, enabling them to make informed decisions that support organisational performance. Learners will develop an understanding of how choices made within their role impact cost, value, profitability, and long-term business outcomes.

## **Objectives:**

- Explain the importance of commercial acumen and its contribution to organisational success.
- Describe key elements of capital investment, including capital costs, depreciation, expenses, lifecycle costing, and the financial implications of business decisions.
- Calculate and interpret common investment appraisal measures - Return on Investment (ROI), Payback Period, and Net Present Value (NPV).
- Understand the structure and components of a Profit and Loss Account (P&L), including revenue and cost classification.
- Calculate gross and net profit and draw insights from a P&L to support better business decisions.
- Provide a high-level interpretation of a Balance Sheet and understand its relevance to organisational stability and performance.
- Use a Business Scorecard to understand how financial and non-financial factors influence performance across operations and projects.

## **This Programme is for:**

This programme is designed for individuals who want to enhance their commercial awareness and improve their ability to make informed decisions that positively impact organisational performance. It is suitable for engineers, leaders, project managers as a finance for non-financial personnel.

# Team Dynamics

**Duration:** 1 Day

**Accreditation:** Crystal Lean Solutions

**Course Code:** 1090

## **Aim:**

This programme aims to strengthen participants' capability to work effectively within and lead diverse teams. By exploring team dynamics, conflict management, and constructive communication techniques, learners will build the confidence and skills to foster collaboration, address issues proactively, and contribute to high-performing team environments.

## **Objectives:**

- Describe the characteristics of effective teams and the factors that drive team productivity.
- Explain key models of team development, including Tuckman's five stages, and apply these insights to support team performance.
- Identify and reflect on their individual strengths using The Six Types of Working Genius framework and recognise how diverse strengths contribute to team success.
- Recognise common sources of conflict within teams and use strategies to manage disagreements constructively.
- Consider different personality preferences (e.g., Myers-Briggs, Insights) and influencing styles when responding to conflict or stakeholder interactions.
- Apply structured feedback frameworks to deliver constructive, developmental, and positive feedback that improves performance and relationships.

## **This Programme is for:**

This programme is designed for individuals who work in or lead teams and want to strengthen their collaboration, conflict management, and communication skills to contribute to high-performing environments. Roles can include Leaders, Engineers, Project Managers, Operational Managers.

# Communication Skills

**Duration:** 1 Day

**Accreditation:** Crystal Lean Solutions

**Course Code:** 1091

## **Aim:**

The aim of this programme is to build the communication capability of participants so they can clearly articulate information, influence stakeholders, and deliver confident and impactful presentations in professional environments.

## **Objectives:**

- Analyse their audience and tailor presentation content to different stakeholder needs, including technical and non-technical groups.
- Define clear objectives for a presentation and structure content logically to maximise clarity and engagement.
- Design impactful visual supports, including concise and readable PowerPoint slides, that reinforce key messages.
- Apply language and storytelling techniques that enhance understanding and support decision-making.
- Deliver presentations confidently using effective vocal techniques, body language, and room presence.
- Manage nerves and maintain composure during delivery, including when facing challenging questions or interruptions.
- Select and use presentation aids appropriately to strengthen communication and overall message delivery.

## **This Programme is for:**

This programme is designed for individuals who want to build confidence in communicating information and delivering clear, engaging presentations that support effective decision-making. Roles that would benefit from this programme include leaders, engineers, quality, finance, HR and all roles involved in presenting and communication.

# Negotiation Skills

**Duration:** 1 Day

**Accreditation:** Crystal Lean Solutions

**Course Code:** 1089

## **Aim:**

The aim of this programme is to equip participants with practical negotiation skills to influence decisions, resolve competing priorities, and build productive stakeholder relationships. The course blends structured preparation, collaborative problem-solving, and behavioural influence to support positive outcomes while maintaining professional integrity.

## **Objectives:**

- Apply negotiation frameworks (e.g., BATNA, ZOPA, and structured preparation tools) to improve outcomes in discussions and agreements.
- Use effective communication skills to persuade, build trust, and manage conflict within teams and across functions.
- Understand stakeholder priorities and align proposals to organisational objectives (e.g., schedule, cost, quality, safety, sustainability).
- Manage objections and respond calmly under pressure, maintaining strong professional relationships.
- Recognise behavioural styles and adapt negotiation strategies to stakeholders such as colleagues, customers, suppliers, and managers.

## **This Programme is for:**

This programme is designed for individuals who want to strengthen their negotiation and influencing skills to support better decision-making, collaboration, and stakeholder engagement. Roles that can benefit from training include commercial, engineers, Lean personnel and leaders.



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# Project Management Programmes



# Professional Certificate in Project Management

**Duration:** 2 Days

**Accreditation:** CPD Approved by Engineers Ireland

**Course Code:** 1054

## **Aim:**

This two-day course aims to provide participants with a foundational knowledge of project management skills. Through a blend of theoretical knowledge and hands-on exercises, participants will develop the skills needed to successfully initiate, plan, execute, control, and close projects.

## **Objectives:**

- Describe the project management process.
- Utilise project management process tools to support the systematic delivery of a project.
- Present at the project review process.
- Deliver a small to medium project effectively using the waterfall project management methodology.

## **This Programme is for:**

This course is designed for professionals who are new to project management and are interested in managing projects or currently managing projects and would like to learn the standard approach to project management. Roles that could benefit from this programme include:

- Project Managers
- Continuous Improvement Managers
- Engineers
- Quality Assurance Team Leaders / supervisors
- Manufacturing Team Leaders / Supervisors

# Professional Diploma in Project Management

**Duration:** 4 Days

**Accreditation:** CPD Approved by Engineers Ireland

**Course Code:** 1055

## **Aim:**

This intensive four-day course aims to provide participants with a thorough understanding of project management principles, practices, and tools utilising many of processes in PMI's PMBOK® Guide. Through a blend of theoretical knowledge and hands-on exercises, participants will develop the skills needed to successfully initiate, plan, execute, control, and close large scale complex projects.

## **Objectives:**

- Lead a large-scale project, effectively, on time, on budget and on scope.
- Leverage team building and leadership skills to effectively lead a project.
- Apply change management skills to lead a team from initiation to execution and control.
- Utilise project management process tools to support the systematic delivery of a project.
- Align the project to business strategy.
- Describe other project management agile processes.

## **This Programme is for:**

This course is designed for professionals involved in or aspiring to be involved in managing projects across various industries. It is ideal for:

- Aspiring Project Managers.
- Experienced Project Managers
- Team Leaders and Supervisors

## Last Planner® System

**Duration:** 1 Day

**Accreditation:** CPD Approved by Engineers Ireland

**Course Code:** 1002

### Aim:

The Last Planner® System programme provides learners with the knowledge and skills to effectively execute and manage the Last Planner® System on projects.

### Objectives:

- Describe the 6 phases within the Last Planner® System
- Implement all elements of the Last Planner® System on a medium project
- Describe, Manage and Control Metrics within the Last Planner® System
- Proactively avoid problems from occurring on a project
- Using the LPS metrics, continuously and systematically solve problems that occur through the projects.

### This Programme is for:

This programme is suitable to candidates that will be directly involved in the planning and execution of medium-to-large projects using The Last Planner® System, including:

- Project Managers
- Contract Managers
- Operations Managers
- Contracts Managers
- Site Managers
- Quantity Surveyors
- Safety & Quality Representatives
- Site Engineers

## Scrum Training

**Duration:** 1 Day

**Accreditation:** CPD Approved by Engineers Ireland

**Course Code:** 1033

### Aim:

The aim of this programme is to provide you with an introduction level of knowledge and skills to apply a scrum board into your organisation using the Scrum Guidelines.

### Objectives:

- Explain the 5 Scrum Values within the scrum guide.
- Understand the Role and Team Size within the Scrum process.
- Describe the Scrum Process.
- Apply a Scrum kanban board in your business.

### This Programme is for:

This programme is suitable to any role that is leading a process. This includes, but not limited to:

- Software design and development
- Project Managers
- Engineers
- Continuous Improvement leaders
- Designers



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**Training**  
Academy

# Lean Programmes





# Manufacturing



## Lean Six Sigma White Belt

**Duration:** 0.5 Days

**Accreditation:** CPD approved by Engineers Ireland

**Course Code:** 1036

### **Aim:**

The aim of the course is to provide participants with the knowledge and skills of the fundamentals of Lean within a business environment, enabling a continuous improvement mindset.

### **Objectives:**

- Explain what Lean is and define the benefits of Lean.
- Explain the 5 Lean principles.
- Define the Difference between Value and Waste from a customer's perspective.
- Identify and reduce the 8 Types of Wastes.
- Give personal examples of Productive Work and the 8 Wastes and how to improve.
- Apply the 5S methodology within your work area.
- Explain the PDCA (Plan Do Check Act) cycle.

### **This Programme is for:**

This programme is suitable for all roles and levels within a business including HR, Finance, Procurement, Leadership, Operations, Project Management, Engineers, Quality and Safety.

## Lean Six Sigma Yellow Belt

**Duration:** 2 Days

**Accreditation:** CPD approved by Engineers Ireland

**Course Code:** 1065/1015\*

### **Aim:**

The aim of the programme is to provide you with the knowledge and skills to lead a small improvement project using a recognised Lean and Six Sigma methodologies.

### **Objectives:**

- Understand the DMAIC improvement methodology and foundation Lean Six Sigma tools.
- Collect and analyse data using the appropriate Six Sigma tools.
- Apply DMAIC Methodology to an improvement project.

### **This Programme is for:**

This course is aimed at personnel who are new to Lean and Six Sigma and would like to find out how you can use it in your day-to-day operations. It is suitable to all roles including:

- Engineers, Operators, Technicians
- Quality, Analysts
- Managers
- Finance, HR, Supply chain

\*Level 1: 1065 (Exam Only)

\*Level 2: 1015 (Project Only)

## Lean Six Sigma Green Belt

**Duration:** 5.5 Days

**Accreditation:** CPD approved by Engineers Ireland

**Course Code:** 1069/1014\*

### **Aim:**

The Lean Six Sigma Green Belt programme provides you with the knowledge and skills to lead and deliver a Key Business Improvement Project. This is achieved through the understanding and utilisation of Lean and Six Sigma methodologies per ISO 13053-2:2011 'Quantitative methods in process improvement' and NSAI Swift 11 'Driving Competitiveness using Lean'. These tools focus on improving key Business metrics including improving Customer Satisfaction, Compliance, Cost, Delivery, and Supply.

### **Objectives:**

- Understand the DMAIC improvement methodology and Six Sigma tools
- Apply the Six Sigma DMAIC methodology to a business improvement project
- Collect and analyse data using the appropriate Six Sigma tools
- Apply Lean Methodology to a waste reduction project
- Understand team dynamics when delivering a project
- Achieve an approved recognised qualification

### **This Programme is for:**

The Lean Six Sigma Green Belt course is suitable for those looking to develop the knowledge and skills to lead and deliver key business improvement projects, including:

- Continuous Improvement Leaders
- Engineers – Quality, Manufacturing
- Managers / Team leaders
- HR / Finance / Supply Chain / EHS / Laboratory
- Software Design and Developers

## ASQ Lean Six Sigma Yellow Belt

**Duration:** 3 Days

**Accreditation:** American Society for Quality (ASQ)

**Course Code:** 1020

### **Aim:**

The aim of this programme is to provide you with a strong foundation, knowledge and skills in Six Sigma problem solving to improve business performance and support a culture of systematic, data driven continuous improvement culture.

### **Objectives:**

- Describe the Six Sigma philosophy of variation reduction
- Apply the Six Sigma DMAIC methodology to deliver an improvement project
- Support Six Sigma Green Belts with large improvement projects
- Describe and improve the capability of your process measurement system and process to deliver high quality performance and customer requirements
- Be prepared to undertake the ASQ certified Six Sigma Yellow Belt (CSSYB) examination, which is based on the ASQ Body of Knowledge for Yellow Belts

### **This Programme is for:**

This programme is suitable to roles that are involved in continuous improvement of process and are comfortable with analysing data. This includes, but not limited to:

Engineers – Quality, Manufacturing, Mechanical, Maintenance

Technicians - Quality, Manufacturing, Mechanical, Maintenance

## ASQ Lean Six Sigma Green Belt

**Duration:** 9 Days

**Accreditation:** American Society for Quality (ASQ)

**Course Code:** 1021

### **Aim:**

The aim of this programme is to provide you with the knowledge and skills to lead and execute business improvement projects. This is achieved through the understanding and utilisation of the American Society of Quality (ASQ) Green Belt Body of Knowledge (BOK). These tools focus on improving key business metrics including customer service, compliance, cost, delivery, and supply.

### **Objectives:**

- Understand the DMAIC improvement methodology and Six Sigma tools
- Apply the Six Sigma DMAIC methodology to business improvement projects
- Collect and analyse data using the appropriate Six Sigma tools
- Apply Lean methodology to a waste reduction project
- Understand team dynamics when delivering a project
- Complete the Green Belt ASQ examination

### **This Programme is for:**

- Engineers – Quality, Manufacturing, Mechanical, Maintenance
- Technicians - Quality, Manufacturing, Mechanical, Maintenance

## ASQ Lean Six Sigma Black Belt

**Duration:** 20 Days

**Accreditation:** American Society for Quality (ASQ)

**Course Code:** 1056

### **Aim:**

The aim of the ASQ Lean Six Sigma Black Belt programme is to develop advanced expertise in process improvement, combining Lean principles and Six Sigma methodologies to lead complex projects that enhance quality, reduce waste, and drive organisational excellence.

### **Objectives:**

- Master the Lean Six Sigma DMAIC (Define, Measure, Analyse, Improve, Control) methodology.
- Apply advanced statistical tools and data analysis techniques.
- Lead cross-functional teams to deliver measurable process improvements.
- Manage project risks and ensure sustainable results.
- Develop skills to mentor Green Belts and promote a culture of continuous improvement.

### **This Programme is for:**

The ASQ Lean Six Sigma Black Belt programme is suitable for professionals aiming to lead complex quality improvement initiatives and drive operational excellence, including but not limited to:

- Quality Managers and Engineers
- Process Improvement Specialists
- Operations Managers
- Project and Programme Managers
- Experienced Lean Six Sigma Practitioners



# Construction



## Lean White Belt

**Duration:** 0.5 Day

**Accreditation:** CPD approved by Engineers Ireland

**Course Code:** 1000

### Aim:

The aim of the White Belt course is to provide participants with an introduction to the fundamentals of Lean and Lean in Construction, and to enable construction personnel speak the same Lean language onsite and in the office.

### Objectives:

- Identify the benefits of Lean in Construction
- Define the Difference between Value and Waste
- Identify and reduce the 8 Types of Waste
- Give personal examples of Productive Work and Waste
- Give personal examples and suggestions of how to improve their own working environment using the 5S methodology.

### This Programme is for:

The course is suitable for all personnel who would like to understand what Lean and how they might be applied in a Construction setting. This course is suitable for all roles within construction, including:

- Site Manager
- Contract Manager
- Commercial Manager
- Leadership and Directors
- All Office roles
- Environment, Health, and Safety
- QS roles
- Engineers

## Lean Yellow Belt

**Duration:** 2 Days

**Accreditation:** CPD approved by Engineers Ireland

**Course Code:** 1009

### Aim:

The aim of this Yellow Belt programme is to provide the learner with problem solving capabilities to improve project performance and foundational knowledge on the application of the Last Planner® System.

### Objectives:

- Describe the 5 Lean Principles for Construction
- Describe the key Lean Tools including the 8 Wastes, Housekeeping Methodology 5S
- Understand Lean Project Delivery versus Traditional Project Delivery
- Complete Direct Observation on-site
- Apply a Problem-Solving tool to an improvement project
- Explain the elements of the Last Planner® System and apply core principles to a project

### This Programme is for:

This programme is designed as an introduction to Lean and is suitable to all levels including:

- Process Operators and Technicians
- Project Managers
- Contracts Managers
- Engineers
- Quality, Manufacturing, Lean, Maintenance personnel
- Managers / Value Stream Managers
- HR, Finance, IT, Supply Chain
- Personnel involved in project delivery and support processes

## Lean Green Belt

**Duration:** 5 Days

**Accreditation:** CPD approved by Engineers Ireland

**Course Code:** 1010

### **Aim:**

The Green Belt for Construction programme provides learners with the knowledge and capability to systematically improve processes using Lean thinking and philosophy, resulting in the systematic improvement of project delivery, and increasing value for the client.

### **Objectives:**

- Use the DMAIC methodology with Lean thinking and tools to deliver a sustainable change in project delivery processes.
- Apply Lean tools across the project delivery value stream from procurement to handover, in order to improve key metrics of safety, quality, budget and on-time delivery.
- Understand Lean in the contracts and design process, including Integrated Project Delivery, Target Value Design (TVD) and describe the positive impact on project delivery.
- Consistently improve handoffs efficiency to support project delivery.
- Make data-based decisions through the application of appropriate graphical tools.
- Mentor Yellow Belt Projects.
- Describe the Last Planner System and Scrum for construction project delivery.
- Use the Choosing by Advantages system.

### **This Programme is for:**

This programme is aimed at personnel that lead small to medium improvement teams, and who work continuously to improve the business processes, including, but not limited to:

- Contract managers
- Procurement
- Project managers
- Quality Assurance
- Quantity surveyors
- Engineering and design personnel
- Schedulers
- Site managers

## LCi White Belt

**Duration:** 0.5 Day

**Accreditation:** Lean Construction Ireland

**Course Code:** 1011

### **Aim:**

The LCI White Belt programme introduces learners to the fundamentals of Lean, with special emphasis on how it applies to the Construction sector, and to enable construction personnel speak the same Lean language onsite and in the office.

### **Objectives:**

- Identify the benefits of Lean in Construction
- Differentiate between Value and Waste
- Identify and reduce the 8 Types of Waste
- Give personal examples of Productive Work and Waste
- Give personal examples and suggestions of how to improve their own working environment using the 5S methodology.

### **This Programme is for:**

The LCI White Belt programme is suitable for those looking to understand what Lean in Construction is and how to apply Lean tools in a Construction setting, including:

- Construction Managers
- Project Managers
- Site Managers
- Site Engineers
- Finance
- HR
- IT

## LCi Yellow Belt

**Duration:** 2 Days

**Accreditation:** Lean Construction Ireland

**Course Code:** 1022

### **Aim:**

The primary aim of the LCI Yellow Belt Course is for Client/Owner and AECFM participants to develop into frontline practitioners capable of improving the process and workplace.

### **Objectives:**

- Monitor and manage performance and highlight constraints
- Apply the basics of Last Planner System (LPS)
- Lead Gemba walks and process improvement in the workplace
- Engage in frontline problem-solving teams using scientific method and the basic set of problem-solving and root cause analysis tools
- Provide high-integrity data for any issue that is escalated

### **This Programme is for:**

The LCI Yellow Belt programme is suitable for those looking to understand what Lean in Construction is and how to apply Lean tools in a Construction setting, including:

- Construction Managers
- Project Managers
- Site Managers
- Site Engineers
- Finance
- HR
- IT

## LCi Green Belt

**Duration:** 5 Days

**Accreditation:** Lean Construction Ireland

**Course Code:** 1041

### **Aim:**

The primary aim of the LCI Green Belt Course is for Client & AECFM participants to be able to manage and deliver sustained CI initiatives internally and/or apply Lean in Capital Project Design & Delivery.

### **Objectives:**

- Lead and manage overall process performance and improvements through LPS and Lessons Learning.
- Lead the implementation and sustaining of process improvement in the broader work area/site.
- Apply systems thinking and right-first time in customer and supplier relations.
- Lead cross-functional process improvement teams that encompass multiple processes and stakeholders.
- Conduct lessons learned sessions and deliver A3 improvement initiatives on complex problems.
- Coach and Mentor Yellow Belt CI initiatives.

### **This Programme is for:**

This programme is aimed at personnel that lead small to medium improvement teams, and who work continuously to improve the business processes, including, but not limited to:

- Contract managers
- Procurement
- Project managers
- Quality Assurance
- Quantity surveyors
- Engineering and design personnel
- Schedulers
- Site Managers



# Services



## Lean Six Sigma White Belt

**Duration:** 0.5 Day

**Accreditation:** CPD approved by Engineers Ireland

**Course Code:** 1036

### **Aim:**

The aim of the course is to provide participants with the knowledge and skills of the fundamentals of Lean within a business environment, enabling a continuous improvement mindset.

### **Objectives:**

- Explain what Lean is and define the benefits of Lean.
- Explain the 5 Lean principles.
- Define the Difference between Value and Waste from a customer's perspective.
- Identify and reduce the 8 Types of Wastes.
- Give personal examples of Productive Work and the 8 Wastes and how to improve.
- Apply the 5S methodology within your work area.
- Explain the PDCA (Plan Do Check Act) cycle.

### **This Programme is for:**

This programme is suitable for all roles and levels within a business including HR, Finance, Procurement, Leadership, Operations, Project Management, Engineers, Quality and Safety.

## Lean Six Sigma Yellow Belt

**Duration:** 2 Days

**Accreditation:** CPD approved by Engineers Ireland

**Course Code:** 1042

### **Aim:**

The aim of this program is to provide the trainee with the knowledge and skills to lead an improvement project. It provides the trainee with an understanding of the foundation knowledge of Lean and Six Sigma. This is achieved through the understanding of key elements from the Lean and Six Sigma methodologies per ISO 13053-2:2011 "Quantitative methods in process improvement" and NSAI Swift 11 Driving Competitiveness using Lean.

### **Objectives:**

- Explain the 5 Lean Principles, Six Sigma philosophy and how each program complement each other.
- Create a SMART problem statement and charter.
- Complete maps of the process, including SIPOC and Process Maps.
- Collect, analyse, and present data using Run Charts, Pareto Charts and Histograms.
- Identify the impact of human factors and consideration for human error problem solving.
- Identify the root cause of a problem using 5 Whys, Fishbone diagram, prioritisation, and scatter plots.
- Develop action plan to prevent reoccurrence of problem with error proofing.
- Explain the difference between the difference types of problem solving including PDCA, Rapid Problem Solving, A3 Problem Solving and DMAIC.
- Use A3 problem solving process to solve a Lean problem.
- Use A3 problem solving process to solve a Six Sigma problem.

### **This Programme is for:**

This course is aimed at personnel who are new to Lean and Six Sigma and would like to find out how you can use it in your day-to-day operations. It is suitable to all roles including:

- Engineers, Operators, Technicians
- Quality, Analysts
- Managers
- Finance, HR, Supply chain

# Lean Six Sigma Green Belt

**Duration:** 5.5 Days

**Accreditation:** CPD approved by Engineers Ireland

**Course Code:** 1059/1060\*

## **Aim:**

The Lean Six Sigma Green Belt programme provides you with the knowledge and skills to lead and deliver a Key Business Improvement Project. This is achieved through the understanding and utilisation of Lean and Six Sigma methodologies per ISO 13053-2:2011 'Quantitative methods in process improvement' and NSAI Swift 11 'Driving Competitiveness using Lean'. These tools focus on improving key Business metrics including improving Customer Satisfaction, Compliance, Cost, Delivery, and Supply.

## **Objectives:**

- Understand the DMAIC improvement methodology and Six Sigma tools
- Apply the Six Sigma DMAIC methodology to a business improvement project
- Collect and analyse data using the appropriate Six Sigma tools
- Apply Lean Methodology to a waste reduction project
- Understand team dynamics when delivering a project
- Achieve an approved recognised qualification

## **This Programme is for:**

The Lean Six Sigma Green Belt course is suitable for those looking to develop the knowledge and skills to lead and deliver key business improvement projects, including:

- Continuous Improvement Leaders
- Engineers – Quality, Manufacturing
- Managers / Team leaders
- HR / Finance / Supply Chain / EHS / Laboratory
- Software Design and Developers

\*Level 1: 1059 (Exam Only)

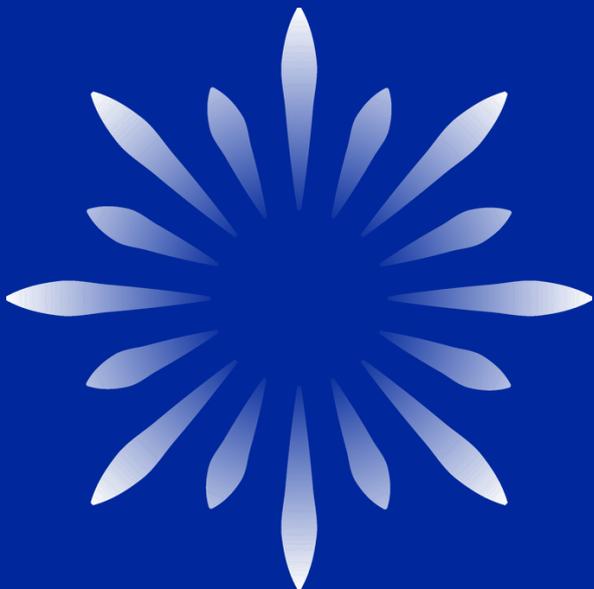
\*Level 2: 1060 (Includes Exam and Project)



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# Human Error Prevention



## Human Error Leadership

**Duration:** 0.5 Day

**Accreditation:** Crystal Lean Solutions

**Course Code:** 1038

### **Aim:**

The aim of this programme is to provide the learner with the knowledge to understand the principles of Human Error and its implications on the organisation.

### **Objectives:**

- Define Human Error
- Identify how the Brain processes information.
- Describe the 4 Types of Human Error
- Describe the 12 subcategories of Human Error
- Understand the importance of designing a human-centred approach to process design.
- Understand the proactive and reactive human error strategies.

### **This Programme is for:**

The training programme is suitable for leadership roles within an organisation.

## Human Error Problem Solving

**Duration:** 1 Day

**Accreditation:** CPD approved by Engineers Ireland

**Course Code:** 1013

### **Aim:**

The aim of the Human Error Problem Solving programme is to provide the learner with the knowledge to understand the principles of Human Error and apply to problem solving when human error is assigned as the root cause.

### **Objectives:**

- Define Human Error
- Identify how the Brain processes information.
- Describe the 4 Types of Human Error
- Describe the 12 subcategories of Human Error
- Understand the importance of designing a human-centred approach to process design.
- Complete a root cause analysis for Human Error

### **This Programme is for:**

The training programme is suitable for those looking to improve their leadership capabilities, to maximise a positive outcome when engaging and interacting with people, including:

- All Managerial Roles
- People Leaders
- Project Managers

# Design of SMART Procedures

**Duration:** 1 Day

**Accreditation:** Crystal Lean Solutions

**Course Code:** 1034

## **Aim:**

The aim of the Design of SMART Procedures programme is to equip participants with the skills to develop clear, efficient, and effective Standard Operating Procedures (SOPs) that enhance consistency, compliance, and performance.

## **Objectives:**

- Understand the importance of well-designed procedures.
- Apply the SMART criteria (Specific, Measurable, Achievable, Relevant, Time-bound) to procedure development.
- Structure procedures for clarity and ease of use.
- Incorporate compliance and best practice standards.
- Review, test, and continuously improve procedures.

## **This Programme is for:**

The Design of SMART Procedures programme is suitable for individuals responsible for creating, managing, or improving operational procedures, including but not limited to:

1. Quality and Compliance Professionals
2. Process Owners and Managers
3. Operations and Production Staff
4. Document Control and Training Teams
5. Continuous Improvement Specialists



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# Digital Programmes



# AI & Digital Productivity Essentials

**Duration:** 1 Day

**Accreditation:** Crystal Lean Solutions

**Course Code:** 1092

## **Aim:**

This course aims to equip participants with a foundational understanding of key digital tools and technologies that are transforming how individuals and organisations work. It explores the distinctions between SharePoint and OneDrive, demystifies Artificial Intelligence and its practical uses, and introduces powerful Microsoft tools including ChatGPT, Power Automate, and Power BI to help streamline tasks, automate workflows, and make data-driven decisions.

## **Objectives:**

- Differentiate between SharePoint and OneDrive, and understand when to use each for file storage, collaboration, and document management.
- Explain the core concepts of Artificial Intelligence (AI) and identify examples of AI in everyday use.
- Apply practical prompting techniques in ChatGPT to improve productivity, communication, and problem-solving.
- Design and implement a simple workflow using Microsoft Power Automate to reduce manual effort.
- Create basic data visualisations in Power BI to communicate insights and support informed decision-making.

## **This Programme is for:**

- Educators and Trainers interested in integrating AI tools into teaching and learning.
- IT and Digital Transformation Professionals exploring the practical use of AI and automation.
- Business Analysts and Data Enthusiasts looking to use tools like Power BI for better insights.
- Administrative and Support Staff aiming to streamline daily operations using Power Automate and ChatGPT.
- Managers and Team Leaders who wish to leverage digital tools for collaboration, communication, and efficiency.

# Introduction to Excel

**Duration:** 0.5 Day

**Accreditation:** Crystal Lean Solutions

**Course Code:** 1093

## **Aim:**

This course aims to equip participants with practical Excel skills to streamline data collection and preparation. Learners will use features such as structured tables, drop-down menus, and conditional formatting to ensure data consistency, while leveraging Power Query to automate the collation and transformation of data from multiple sources - reducing manual, repetitive tasks and enabling faster, more reliable analysis.

## **Objectives:**

- Set up Excel sheets for quick and effective data collection
- Structure master data using Tables and Dynamic Drop-down Menus
- Apply Conditional Formatting to highlight key data points
- Protect cells and worksheets to prevent data loss or errors
- Use Power Query to collate and clean data from multiple sources
- Automate repetitive preparation steps with Power Query
- Sort and filter data efficiently using Tables
- Create Pivot Tables and Pivot Charts for summary analysis
- Build interactive Dashboards to visualise key insights

## **This Programme is for:**

The Introduction to Excel programme is suitable for anyone who works with data in Microsoft Excel and wants to improve the accuracy, consistency, and efficiency of their data management and reporting, including but not limited to:

- Administrative and executive staff responsible for data entry or reporting
- Analysts and coordinators who prepare or clean data for reports and dashboards
- Team leaders and managers who rely on Excel for monitoring performance metrics
- Professionals who want to automate repetitive Excel tasks and streamline workflows

# Intermediate Excel

**Duration:** 1 Day

**Accreditation:** Crystal Lean Solutions

**Course Code:** 1094

## **Aim:**

This programme aims to enhance participants' existing Excel skills by introducing intermediate-level tools and techniques that improve data management, analysis, and presentation. Learners will gain confidence in using formulas, functions, and data analysis tools to make informed decisions efficiently.

## **Objectives:**

- Analyse data using intermediate Excel functions, including IF, VLOOKUP/XLOOKUP, and conditional formatting.
- Design and customise charts and tables to communicate data insights effectively.
- Implement data validation and worksheet protection to ensure data accuracy and integrity.
- Summarise and interpret large datasets using sorting, filtering, and pivot tables.
- Increase productivity by applying time-saving tools such as named ranges, Quick Analysis, and keyboard shortcuts.

## **This Programme is for:**

This programme is designed for individuals who already have a basic understanding of Microsoft Excel and wish to advance their skills. Ideal participants include Continuous improvement specialists, administrative staff, analysts, team leaders, and professionals who use Excel regularly for data organisation and reporting.



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# Lean Six Sigma Tools



# Process Capability

**Duration:** 1 Day

**Accreditation:** Crystal Lean Solutions

**Course Code:** 1058

## **Aim:**

The aim of the Process Capability programme is to provide participants with a clear understanding of how to assess and improve a process's ability to consistently meet specification requirements using statistical methods.

## **Objectives:**

- Understand the concepts of variation and process performance.
- Calculate key process capability indices (Cp, Cpk, Pp, Ppk).
- Interpret capability results to drive improvement decisions.
- Identify the link between control charts and capability analysis.
- Apply capability analysis in real-world quality contexts.

## **This Programme is for:**

The Process Capability programme is ideal for professionals involved in quality assurance, manufacturing, and process improvement, including but not limited to:

- Quality Engineers and Technicians
- Process Improvement Specialists
- Operations and Production Managers
- Six Sigma Practitioners
- Auditors and Compliance Professionals

# FMEA

**Duration:** 1 Day

**Accreditation:** Crystal Lean Solutions

**Course Code:** 1095

## **Aim:**

The aim of the FMEA programme is to provide participants with the knowledge and skills to proactively identify, assess, and mitigate potential failure modes in processes, products, or systems to enhance reliability and reduce risk.

## **Objectives:**

- Understand the purpose and benefits of FMEA in risk management.
- Learn the step-by-step FMEA process and key terminology.
- Identify potential failure modes, their causes, and effects.
- Prioritise risks using Risk Priority Numbers (RPN).
- Develop effective action plans to reduce or eliminate failure risks.

## **This Programme is for:**

The FMEA programme is suitable for professionals involved in quality, engineering, and risk management roles, including but not limited to:

- Quality Engineers and Technicians
- Design and Process Engineers
- Manufacturing and Production Teams
- Project Managers
- Risk and Compliance Professionals

## Measurement System Analysis

**Duration:** 1 Day

**Accreditation:** Crystal Lean Solutions

**Course Code:** 1057

### **Aim:**

The aim of this programme is to provide the learner with the knowledge and skills to complete measurement system analysis for variable and attribute data.

### **Objectives:**

- Describe the difference between measurement and process variation.
- Describe the categories that contribute to gauge variation.
- Complete a variable gauge R&R
- Analyse a variable gauge study
- Complete an attribute gauge R&R
- Analyse the results from an attribute gauge study to determine if the gauge is suitable for use.

### **This Programme is for:**

This training is suitable for roles that either plan and or execute/analyse the results from a gauge capability study. Roles that would benefit from this study include Quality Technicians, Quality Engineers, Quality Managers and Manufacturing Technicians, Manufacturing Engineers and Manufacturing Managers.

## Introduction to A3 Problem Solving

**Duration:** 0.5 Day

**Accreditation:** Crystal Lean Solutions

**Course Code:** 1012

### **Aim:**

The introduction to A3 Problem Solving programme provides learners with the knowledge and skills to identify and eliminate the Root Cause of Problems using the A3 Report template systematically and effectively.

### **Objectives:**

- Identify the critical elements of the Problem-Solving process.
- Clearly define the requirements for each phase of the Problem-Solving process.
- Implement the Problem-Solving Process to a practical example.
- Identify the link between Visual Board, PDCA cycle and A3 Problem Solving.

### **This Programme is for:**

The Introduction to A3 Problem Solving course is suitable for anyone looking to identify and eliminate the root causes of issues using a systematic methodology to help prevent re-occurrence of the problem, including:

- Process Operators and Technicians
- Quality, Manufacturing, Maintenance, and Design Engineers
- Middle, Senior, and Value Stream Managers

## A3 Problem Solving

**Duration:** 1 Day

**Accreditation:** CPD approved by Engineers Ireland

**Course Code:** 1046

### **Aim:**

The aim of the A3 Problem Solving programme is to equip participants with a structured, concise, and visual method for solving problems, driving continuous improvement, and supporting clear communication within teams and across functions.

### **Objectives:**

- Understand the principles and purpose of A3 thinking.
- Use a structured problem-solving approach to identify root causes.
- Develop clear, data-driven action plans.
- Communicate problem-solving efforts effectively using the A3 format.
- Foster a culture of continuous improvement and accountability.

### **This Programme is for:**

The A3 Problem Solving programme is suitable for individuals and teams involved in process improvement, operations, and problem resolution, including but not limited to:

- Team Leaders and Supervisors
- Continuous Improvement Professionals
- Engineers and Quality Personnel
- Project Managers
- Operational and Support Staff

## 5S

**Duration:** 1 Day

**Accreditation:** Crystal Lean Solutions

**Course Code:** 1045

### **Aim:**

The aim of the 5S programme is to introduce participants to the principles of workplace organisation using the 5S methodology, enabling a cleaner, safer, and more efficient working environment that supports productivity and continuous improvement.

### **Objectives:**

- Understand the 5S methodology and its benefits.
- Learn how to implement each of the 5S steps: Sort, Set in order, Shine, Standardise, and Sustain.
- Identify and eliminate sources of waste in the workplace.
- Create and maintain visual controls for efficiency and safety.
- Promote team ownership and discipline to sustain improvements.

### **This Programme is for:**

The 5S programme is suitable for individuals and teams across all industries looking to improve workplace efficiency and standards, including but not limited to:

- Team Leaders and Supervisors
- Operators and Technicians
- Lean and Continuous Improvement Practitioners
- Health & Safety Representatives
- Facilities and Office Staff

# Our Customers

