



Crystal Lean Solutions

Training
Academy

Lean Six Sigma Green Belt – Level 2



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DURATION:	5 Days
ACCREDITATION:	CPD Approved by Engineers Ireland
COURSE CODE:	1060

AIM:

This programme is designed to equip professionals in the services sector with the knowledge and skills to apply Lean Six Sigma methodologies effectively. Participants will learn how to identify inefficiencies, reduce waste, and enhance service quality and customer satisfaction. The focus is on practical application, problem-solving, and driving continuous improvement in service-oriented environments

OBJECTIVES:

At the end of the course, learners will be able to:

- ✿ Understand the principles of Lean and Six Sigma and their application in service industries.
- ✿ Define, measure, analyse, improve, and control (DMAIC) processes to drive efficiency and effectiveness.
- ✿ Identify process inefficiencies and implement solutions to reduce waste and variation.
- ✿ Apply problem-solving techniques and statistical tools to service-related projects.
- ✿ Lead and participate in process improvement initiatives within their organisation.
- ✿ Use data-driven decision-making to enhance service delivery and customer experience.

THIS PROGRAMME IS FOR:

This programme is aimed at people that work with a service organisation and are tasked to lead medium to large size improvement projects within the business and / or mentor yellow belt projects. This can include and not limited to:

- ✿ Professionals working in service-based industries, including healthcare, finance, IT, customer support, logistics, and government sectors.
- ✿ Managers, team leaders, and employees responsible for process improvement.
- ✿ Individuals seeking to enhance their problem-solving skills and operational efficiency within a service environment.

PROGRAMME CONTENT:

Module 1: Introduction to Lean and Six Sigma

- ✿ Introduction to the Green Belt Programme
- ✿ Introduction and benefits of Lean and Six Sigma and the DMAIC Methodology in service environment.

Module 2: Define Phase

- ✿ Introduction to the Define Phase
- ✿ Project Selection Criteria
- ✿ Project Charter
- ✿ Voice of the Customer Data Collection
- ✿ Project Management Basics

Module 3: Measure Phase

- ✿ Mapping a process; techniques including Swimlane process mapping and Value Stream Mapping
- ✿ Identification of the eight wastes within the process
- ✿ Analysing lead times associated with map
- ✿ Graphical Analysis of Data – Variable and Attribute data
- ✿ How to use Excel for business data analysis
- ✿ KPI's – Key Process Indicators

Module 4: Analyse Phase

- ✿ Identification and verification of the root cause
- ✿ Fishbone diagram, failure mode and effects analysis (FMEA), 5 why analysis
- ✿ Introduction to Human Error root cause analysis and prevention

Module 5: Improve Phase

- ✿ Improvement Actions – Containment, prevention and correction actions
- ✿ Error proofing
- ✿ Introduction to Tiered Meetings
- ✿ Overview of Business Scorecards
- ✿ Team Dynamics and performance
- ✿ Introduction to AI
- ✿ Introduction to Power BI
- ✿ Introduction to Power Automate
- ✿ Introduction to SharePoint / One drive

Module 6: Control Phase

- ✿ Graphical Tools demonstrating improvement
- ✿ Statistical Process Control (SPC)
- ✿ Lessons Learned
- ✿ Project Close out

Day 6: Examination

ASSESSMENT:

There are two requirements for certification described below as follows:

Assessment 1: Examination of Theory

Assessment 1 includes an examination of theory presented during the programme. The assessment is an open book exam and consists of 80 questions, equally marked with each question worth 1 mark. The duration of the assessment is 3 hours. An open book examination permits learners to have support material available to them during the examination.

Assessment 2: Skills Demonstration through a Project

The learner completes a project that demonstrates the learners understanding of each topic completed during training and how it applies to a real work example. Ideally the project should be relevant to your current or previous work environment. The project is presented as a presentation using the PowerPoint template provided. The project shows evidence of relevant reading for the project and include the bibliography.

GRADING:

The grading is a total of both the assessment and assignment with a minimum expectation of 50% for certification in both the exam and the assignment for certification.

Pass 50% to 64% Demonstrated fundamental knowledge and understanding of course material.

Merit 65% – 79% Demonstrated fundamental knowledge of course material and demonstrated ability to be able to apply in real-world situations.

Distinction: 80% - 100% Demonstrated deep understanding of the course material and application, being able to discuss the pros and cons of the course materials, theories and offer alternatives based on research.

PROGRAMME DELIVERY:

Classroom

TOTAL DURATION OF THE PROGRAMME INCLUDES:

- ✿ Classroom training: 5 days
- ✿ Classroom Assessment: 3 hours
- ✿ Self-Directed learning & Project Assignment: 57 hours

CERTIFICATION CRITERIA:

1. Completion of exam
2. Completion of a Project

CERTIFICATION BODY:

Crystal Lean Solutions with Engineers Ireland CPD approved accreditation of 100 CPD hours.

RECOGNITION OF PRIOR LEARNING (RPL):

Not Applicable

PRE-REQUISITE:

White or Yellow Belt an advantage

OTHER COURSES OF INTEREST FROM THE CLS TRAINING ACADEMY:



- ✿ Professional Diploma in Leadership
- ✿ Effective Presentation Skills
- ✿ Leading with Emotional Intelligence
- ✿ Situational Leadership
- ✿ Time Management Skills
- ✿ Creative Problem Solving