



Benchmark Six Sigma Green Belt Certification

WHY CHOOSE BENCHMARK SIX SIGMA?

- Most experienced and respected trainers and consultants
- More than 5500 Belts trained
- Highest recognition and respect across sectors
- Updated programs with latest inputs
- Training and facilitation methodology with Multi-sensory impact
- Complete Range of programs up to Master Black Belt Training
- Regular programs in eight cities
- Programs since 2001.
- Unique after training support through very active web based forum and group activities
- Project completion support and certification at no additional cost
- Trainers have cross-industry implementation and leadership experience.
- Six Sigma and Lean Implementation (optional) follow-up with powerful Top/Senior Management Workshops within organizations.

WHAT IS SIX SIGMA?

Six Sigma at many organizations simply means a measure of quality that strives for near perfection.

Six Sigma is a set of practices to systematically improve processes by eliminating defects. A defect is defined as failure of a product, process or service in meeting requirements of internal or external customers.

While the particulars of the methodology were originally formulated by Bill Smith at Motorola in 1986, Six Sigma was heavily inspired by six preceding decades of quality improvement methodologies such as quality control, TQM, and Zero Defects. Like its predecessors, Six Sigma asserts the following:

- Continuous efforts to reduce variation in process outputs is key to business success
- Operations and business processes can be measured, analyzed, improved and controlled

Succeeding at achieving sustained quality improvement requires commitment from the entire organization, particularly from top-level management

The fundamental objective of the Six Sigma methodology is the implementation of a measurement-based strategy that focuses on process improvement and variation reduction through the application of Six Sigma improvement projects.

This is accomplished through the use of two Six Sigma sub-methodologies: DMAIC and DMADV.

The Six Sigma DMAIC process (define, measure, analyze, improve, control) is an improvement system for existing processes falling below specification and looking for incremental improvement.

The Six Sigma DMADV process (define, measure, analyze, design, verify) is an improvement system used to develop new processes or products at Six Sigma quality levels. It can also be employed if a current process requires more than just incremental improvement.

Six Sigma is nothing but a compilation of world-best tried and tested management techniques used for bringing business / process improvements

WHY SIX SIGMA?

With changing dynamics and growing demand to achieve excellence, reduce waste, decrease defects and enhance productivity, organizations worldwide

seek professionals who understand the strategic objectives of businesses, critical requirements of day-to-day business and operational goals.

Six Sigma is a management methodology that uses a structured approach which has helped organizations world over to reduce cycle times, increase productivity and improve quality and delivery of processes.

Six Sigma helps a professional approach a problem (or "defect") in a data driven, structured & systematic manner that ensures success.

HOW IS SIX SIGMA DIFFERENT?

Six Sigma differs from traditional performance improvement programs in its focus on input variables. While traditional methods depend on measuring outputs and establishing control plans to shield customers from organizational defects, a Six Sigma program demands that problems be addressed at the root level, eliminating the need for unnecessary inspection and rework processes.

Also, while other programs mention philosophies, ideas, and requirements (e.g. ISO 9001 specifies requirements) Six Sigma provides a structured roadmap on how to bring benefits.

Six Sigma as a strategic tool is customer focused and is ultimately designed to increase profits through enhanced customer satisfaction.

WHO CAN BENEFIT FROM SIX SIGMA?

Professionals from various streams (like HR, marketing, production/ operations, research, supply chain, retail, quality, development, general management, strategic management, finance/accounts, administration, customer care/ helpdesk, maintenance have been benefiting from Benchmark Six Sigma programs.

Manufacturing companies of various kinds - machinery/ equipment, pharmaceutical/ chemicals, FMCG/ food items, plastics/ rubber, electronic/ white goods, automotive/ component, agricultural - processing, have realized benefits worth billions of dollars.

Similarly service sector companies into banking, financial services, BPO's, Information technology, construction, logistics, transport services, health services, airlines, IT infrastructure, HR services, consulting, etc

For a detailed discussion on usefulness of Six Sigma, you may post queries and view discussions at our open forum (with 3000 members) at www.benchmarksixsigmaforum.com

Your journey with Benchmark Six Sigma

1. CHOOSE A FORMAT

All Benchmark Six Sigma programs are offered in two formats. Public training and In-company training. Public training is cost effective for self sponsored and company sponsored participants. In-company training can be customized as per the needs.

2. COMPLETE THE FOUNDATION COURSE

As the body of knowledge is vast, some theoretical elements are covered through pre-course material which is provided to participants on registration. This ensures that you have the right basic knowledge to have an effective start with Green Belt training.

3. LEARN IN TEAMS DURING GREEN BELT

You will be assigned to a suitable group for team exercises and discussions to help you learn. Teams are selected carefully so that members have similar focus area.



This photograph shows groups with common interest (similar industries/functional areas) carrying out team exercises in a Green Belt program

4. CARRY OUT A PRACTICE PROJECT

During the Green Belt training, topic specific case studies are used to help participants in understanding. You shall get complete data to work on a real project to practice your learning and compare your results with the Master Black Belt trainer.

Case studies and analysis outputs serve as useful reference for application at the work place.

5. HAVE FUN WHILE LEARNING

We believe that learning should never be stressful or boring.

Stories, anecdotes and relevant jokes keep the class alive and provides easy methods to retain learning. Interactive quiz, role plays, group exercises keep your brain cells working.

6. LEARN USER-FRIENDLY SOFTWARE

You learn to carry out analysis with the help of software (which is free for non-commercial use) and do not need to spend extra on costly software. The result oriented application of software is explained during the entire program.



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Inspiring Minds, Facilitating Excellence

7. GET CERTIFICATION

Global recognition of the program ensures that certification that you receive is accepted internationally.

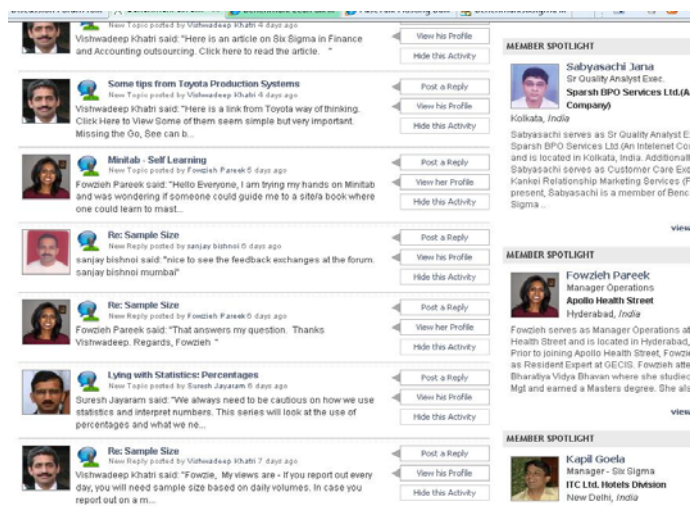


8. NETWORK AND CONTINUE LEARNING

Free membership allows you to network with thousands of Six Sigma trained professionals through our unmatched online alumni network available at a PRIVATE FORUM (log in provided only on enrolment in a Benchmark Six Sigma program).

9. GET FREE SUPPORT FOR PROJECT

Online support from Master Black Belts is provided for the first real project that you carry out at your workplace. Collaborative online forum helps in exploring multiple view points. Example projects on the forum provide guidelines. Online discussion provides useful clues and direction.



10. PROJECT COMPLETION CERTIFICATE

If you complete a real project within three years of training, you get a project completion certificate (optional) at no extra cost

11. MOVE TO NEXT LEVEL WHEN READY

Explore Black Belt, Master Black Belt certification at the right time.

12. MAKE SIX SIGMA A WAY OF LIFE

Six Sigma is a relentless journey towards fewer defects, higher efficiency and higher benefits for individuals, organizations and society at large. This program is a stepping stone to a new way of life.

Benchmark Six Sigma Green Belt Course Outline

IMPORTANCE OF SIX SIGMA

- History of Six Sigma
- Philosophy of Six Sigma
- Key Business Drivers
- Statistical concept behind Six Sigma
- Overview of DMAIC, DMADV

The Six Sigma DMAIC Roadmap

- D** Step 1 : Generate Project Ideas
- M** Step 2 : Select Project
- A** Step 3 : Finalize Project Charter, High Level Map
- I** Step 4: Finalize Project Y, Performance Standards for Y
- C** Step 5: Validate Measurement System for Y
- Step 6: Measure Current Performance and Gap
- Step 7: List All Potential X's
- Step 8: Identify Critical X's
- Step 9: Verify sufficiency of Critical X's for the project
- Step 10: Generate and Evaluate Alternative Solutions
- Step 11: Select and Optimize best solution.
- Step 12: Pilot, Implement and Validate the solution
- Step 13: Implement Control System for Critical X's
- Step 14: Document Solution and Benefits
- Step 15: Transfer to Process Owner, Project Closure

LEAN PRINCIPLES

- Kaizen, Poka Yoke, 5S, Seven Wastes

CHANGE MANAGEMENT

- Identify resistance to change
- Implement a plan to counter resistance
- Team formation (Team Stages)
- Team tools
- Stakeholder management

DEFINE PHASE

- Sources of project ideas.
- Project selection
- Finalizing the CTQ
- Project Charter
- Team Roles and Responsibilities
- Project scoping with SIPOC

MEASURE PHASE

- CTQ performance characteristics
- Measurement systems analysis

- Process mapping (with VA/NVA Analysis)
- Sampling
- Data types & collection plan (Continuous & Discrete, Sampling)
- Basic statistics (mean, median, standard deviation, quartiles)
- Process capability analysis (DPU, DPMO, Sigma Level, C_p/C_{pk})

ANALYZE PHASE

- Identifying X's using Cause & Effect analysis (Ishikawa diagram)
- Identifying critical X's using cause and effect matrix
- Hypothesis testing (Null & Alternate, Types of Errors, P values)
- Relationship between variables (Correlation, Scatter diagram)
- Tests of means, variances, and proportions (t-Tests, ANOVA, Chi-Square)
- Finding critical X's using graphical techniques like Pareto's analysis, Box plots
- Failure modes and effects analysis

IMPROVE PHASE

- Idea generation (brainstorming, creative Thinking, benchmarking)
- Comparing alternative solutions
- Solution selection tools like Pugh matrix
- Introduction to Design of Experiments
- Validation and Implementation of improved process

CONTROL PHASE

- Elements in a Process Control Plan
- RACI matrix
- Statistical process control (IMR, Xbar-R, C, U, P, NP Charts)
- Mistake Proofing
- Sustaining improvements (Creating Control Plan, Documentation)
- Project closure

The course content meets international criteria.

Contact vk@benchmarksixsigma.com for any queries about course content

Some Feedbacks from past participants

Excellent, fast paced program for professionals at all levels.

-D.Rajiv Krishnan, CEO, Ma Foi Consultancy Solutions Ltd

It is carried out in a highly professional way. It enhances and elevate your views, which add a great value to your professional career.

- Rajesh Kumar, TVS Motor Co. Ltd

In depth knowledge of the Instructor and his communication ability.

- Rajeev Dua, Director, Sun Microsystems

It is recommended for companies wanting to go for process improvement since it gives you the right recipe for successful implementation.

- Priti Ray, Principal Consultant, PWC

Outstanding methodology of teaching. The sessions are very exciting. Great value addition.

- Ullas Vijay, Student, Symbiosis Institute of International Business

Great for business process re-engineering

- Dr V. Prem Kishore, Head Apollo DRDO Hospital

A wonderful program neatly packaged and delivered. A must for all levels of managers who are interested in bringing about a structured thinking and approach to improve his/her process.

- Vijay Sai B. S., Director, Call-ready Training & Development

I came into this course looking at it as a typical training program but was pleasantly surprised by the quality, relevance and depth of the program.

- Anand Kumar, IT Head-South Asia, Mousanto Company



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PARTIAL LIST OF BENCHMARK SIX SIGMA CLIENTS

