



Overview

Six Sigma is a set of management and statistical techniques intended to improve business processes by greatly reducing the probability that a defect will occur.

Six Sigma seeks to improve the quality of process output by identifying and removing the causes of defects and minimizing variability in business processes, while lean focuses on identifying and removing waste to create a smooth flow. Lean six sigma uses a set of quality management techniques, and statistical methods, and creates a special infrastructure of people within the organization to implement a project.

Lean is to remove waste wherever found. This program focuses on the lean six sigma discipline which talks about six sigma and lean principles and tools that can be used to make the process faster. Lean with six sigma is used in one project to enable a process to produce outputs with no defects and faster than ever as well.

Many companies are now hiring and training Lean Six Sigma Green Belts (CLSSGB) in order to improve quality and efficiency within their businesses. Green belts can improve customer satisfaction as well as bring about increased profits for the company. Trained and certified individuals are further able to improve the level of teamwork and functionality within any business. Each SSGB can bring about improvement and help an organization achieve its business objectives.

Objectives

The Certified Lean Six Sigma Green Belt (CLSSGB) training program aims at achieving a full understanding of Six Sigma and lean methodology (DMAIC). Participants will be prepared to use the tools needed to become CLSSGB and implement lean Six Sigma projects, and then become CLSSBB.

Furthermore, the Minitab application will be used frequently during the program to present and analyze the project data.

This program will entitle and empower the participants to lead Six Sigma projects and improve business processes and business performance as a whole based on the lean Six Sigma methodology.

Organizations that have CLSSGB employees can reduce their business costs and improve their market share and then profit margin.



Program Outlines

Part One: Six Sigma Fundamentals

Chapter 1: Introduction to Six Sigma

- Six Sigma Overview
- Six Sigma Importance to an Organization
- Lean and Six Sigma
- Lean Six Sigma Project Implementation, DMAIC

Chapter 2: Statistical Definition of Six Sigma

- Basic Statistics
- Six and Sigma
- Basics of the Normal Distribution
- Specification Limits and Control Limits
- Six Sigma and Process Variation
- Concept of Defects: When and Why Do We Have a Defect?

Part Two: Six Sigma Methodology (DMAIC)

Chapter 3: Define Phase

- Process Management
 - Business Process
 - Organization Processes
 - Process Documentation
 - Mapping the process
- Project Management
 - Project Team
 - Business Case
 - Problem Statement
 - Project Selection
 - Project Scope
 - Objective Statement
 - Project Schedule
 - Project Charter



Chapter 4: Measure Phase

- Descriptive Statistics
- Data Collection
- Data Analysis
- Data Presentation
- Process Variation Measurements
- Process Capability Measurements
- DPMO and Process Yield Measurements

Chapter 5: Analyze Phase

- Inferential Statistics
- Normal Distribution in Practice
- Standard Normal Distribution and the z-table
- t-Distribution and the t-table
- Test of Hypothesis
- Root Cause Analysis

Chapter 6: Improve Phase

- Developing and Implementing Solutions for the Project Problems
- Analysis of Variance (ANOVA)
- Design of Experiment: Conducting One Factor DOE
- DOE Practical Case using Minitab.
- Lean Principles
- Waste Identification and Reduction
- Lean Tools: Improving the Workplace

Chapter 7: Control Phase

- Control Charts for Variables
- Control Charts for Attributes
- Six Sigma Project Control Plan

There will be many workshops and group activities using the Minitab. In addition, there will be a simulated exam at the end of each phase. Furthermore, there will be a mock exam to simulate the certification exam at the end of the training program and before the certification exam date.



Training Material

Once a participant has confirmed his/her registration, he/she will receive the training material in pdf format. We strongly recommend all participants print the material and use it during the training sessions to follow with the instructor and be able to take notes on each topic or at each phase.

Targeted Groups

CLSSGB training program is suitable for public or private, production or service organizations, general managers, quality managers, engineers, consultants, change agents, process owners, project managers, quality personnel, team leaders, and members who will be involved in Six Sigma or lean projects and all who wants to be CLSSGB or look forward to the CSSBB or CLSSBB.

Online Certification Exam

To be CLSSGB certified and to achieve the global credential CLSSGB, a participant must pass the online exam and score 65% or above. The exam is available for program participants and for other clients who seek a CLSSGB certificate.

The CLSSGB certification exam is an open book type and lasts for four hours (240 minutes) and will be conducted ONLINE. The exam consists of 100 multiple choice questions, each question with four choices, and you have to choose the best answer that fits the question.

All participants will get a completion e-certificate issued by Jordan Academy for Quality Management (JAQM) and internationally accredited by the International Accreditation Organization (IAO) located in the USA.

In addition, participants who pass the certification exam and score 65% or above will get the "Certified Lean Six Sigma Green Belt" e-certificate issued from JAQM and internationally accredited by IAO. Participants who fail the exam can sit for a new exam at fees of JD110.

JAQM deals with all examinees equally with no bias. Exam results are checked multiple times by different persons and scored very accurately, therefore, JAQM doesn't provide answers to the certification exams, and doesn't accept requests to review the exam results.



Before the Exam

- Choose a quiet area of your home or office to take the exam.
- Do not go to public places, such as coffee shops, restaurants, or libraries.
- Manage your place to avoid loud noises, such as television, radio, family, music, or visitors.
- Access the online exam system 15 minutes before the scheduled time.
- Make sure that your computer is plugged into a power source for the duration of the exam.
- Make sure that you have stable and continuous Internet connectivity.

During the Exam

- You should use a PC or laptop with a webcam and microphone, not using a mobile. Mobiles should be switched off all the exam duration.
- You must place yourself within the webcam view, if you move out of the webcam view, then your exam session will be canceled.
- You have to use a standalone scientific calculator.
- Get ready to remain in the webcam view for the duration of the exam.
- You must share your screen (Desktop) to be viewed by the exam observer.
- Access to the internet is denied.
- Exam activities will be recorded at the JAQM side for evaluation purposes. JAQM will evaluate the exam process and examinee behavior.
- Screen recording by participants using any third-party application is not allowed. Participants who are caught recording the screen will be subject to any legal action, in addition to leaving the exam session.
- No one else can be in the room where you sit for the exam.
- At the end of the exam, you have to move all your answers to an official answers sheet that will be sent to you from JAQM.

Program Duration

CLSSGB program will be held online for 40 training hours over 12 days for the public, in addition to 4 hours for the certification exam. This program can be customized based on certain needs for in-house training.



Program Fees

Program fees are JD550. Certification exam fees are JD160. JAQM offers a free certification exam for individuals in addition to a discount of 10% on the program fees. Accordingly, the total fees for individuals will only be JD495 including the certification exam. The discount is not applicable for organizations' delegates unless they have three participants or more. Fees are to include:

- Completion e-certificate issued by JAQM and internationally accredited by the International Accreditation Organization (IAO) located in the USA will be presented to all participants who attend at least 90% of the program time.
- If a participant's attendance is less than 90% of the program time, he/she will get an "Attendance Certificate" showing only the number of attended training hours.
- Certification "Certified Lean Six Sigma Green Belt" e-certificate issued by JAQM and internationally accredited by the International Accreditation Organization (IAO) located in USA will be presented to participants who pass the certification exam.
- Free access to the recordings of all sessions valid until the exam date.
- Training material in pdf format.
- Handouts
- Instructor's notes

Payment Methods

To make it easy to settle the program fees, JAQM offers different alternatives for fees payment as follows:

- Transfer to JAQM's bank.
- Cash deposit to JAQM's bank.
- CliQ: Alias name: JAQMO
- ZainCash Wallet
- Orange Money Wallet
- Western Union transfer

Please choose in the registration form the method that is best for you so we can send you the details based on your choice.



Date, Time, Venue

- Date: 3/6 – 18/7/2024 (Mo & Th)
- Time: 6:00 – 9:20 PM Jordan Time
- Exam date: will be agreed upon with the participants.
- Venue: online using the zoom platform.

Registration Process

To enroll in this program, please click the following link and fill out all the fields in the registration form:

<https://forms.gle/7sxFKjrXic7BHGkE8>

Once you submit the application form, you will receive a notice that your application is received and recorded. Registration is confirmed only after fees are settled as per your payment method.

For organizations' delegates, HR or training department can send an email to confirm the registration for their delegates including their names, emails, and mobiles.

For further information or details, please email JAQM at training@jaqm.net, or call +962 6 516 0157, Mobile and WhatsApp: +962 7 7744 1808

JAQM has the right to delay, cancel, or update the course date without any legal or illegal responsibility due to the date change.

Presentation Approach

- The simple English language for the data show
- The simple English language for the material and handouts
- English/Arabic for delivery and discussion
- Workshops, group activities on practical cases, and Minitab applications for the project data analysis.