Certified
Lean Six Sigma Green Belt
CLSSGB in Practice

Jordan Academy for Quality Management
CREATING QUALITY CULTURE

Quality from its source

Accredited by IAO

Course Code: JAQM306OL

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.

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 for the certification exam to achieve the global credential CLSSGB. In addition, participants will be able to use the tools and techniques required to implement lean Six Sigma projects.

Furthermore, the Minitab software 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 the whole business performance 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.

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Program Outlines

Part One: Six Sigma Fundamentals

Chapter 1: Introduction to Lean 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 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 Flowcharting

- Project Management

  · Project Team
  · Problem Definition
  · Project Scope
  · Objective Statement
  · Project Time Frame and Schedule
  · Project Charter

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Chapter 4: Measure Phase

- Statistics for Six Sigma
- Data Collection
- Data Analysis
- Data Presentation
- Normal Distribution in Practice
- Standard Normal Distribution and the z-table
- Process Capability Measurements
- DPMO Measurements

Chapter 5: Analyze Phase

- Root Cause Analysis
- Brainstorming
- Affinity Diagram
- Fishbone Diagram
- 5 Whys

Chapter 6: Improve Phase

- Developing and Implementing Solutions for Project Problems.
- Test of Hypothesis – Known Variance.
- t Distribution and the t-Table.
- Test of Hypothesis – Unknown Variance.
- Lean Principles.
- Waste Identification
- Waste Reduction.

Chapter 7: Control Phase

- Control Charts for Variables
- Control Charts for Attributes

Participants will engage in a variety of workshops and group activities using Minitab. At the end of each phase, a simulated exam will be conducted to reinforce learning. In addition, a comprehensive mock exam will be held at the conclusion of the training program—prior to the official certification exam—to provide participants with realistic practice experience.

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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 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 LSSGB 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, where the participant should 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 retake 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.

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Before the Exam

- Make sure you print in hard copy all the training materials and handouts that JAQM has already sent to you during the training sessions.
- 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, please don't use a mobile or tablets.
- 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 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 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 organization needs and delivered as in-house training.

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Benefits of Being CLSSGB

- **For Individuals:**

  1. *Broadened Job Opportunities Across Industries:*
     o The skills gained through CLSSGB certification are applicable across a wide range of industries, including manufacturing, healthcare, finance, IT, and logistics. This opens up opportunities for positions such as Quality Analyst, Process Improvement Specialist, Operations Manager, and more. It also makes you a more attractive candidate to global companies.

  2. *Ability to Drive Cost Savings and Increase Profits for Your Company:*
     o By applying Lean Six Sigma methodologies, Green Belts can identify and eliminate inefficiencies in processes, reducing waste and costs while increasing productivity. This directly impacts the company's profitability, making you a critical asset in achieving financial goals.

  3. *Boost to Personal Reputation and Professional Credibility:*
     o Achieving CLSSGB certification adds credibility to your professional profile. It signals to employers and peers that you have a structured and efficient approach to problem-solving, making you a go-to resource for process improvement initiatives.

  4. *Ability to Lead Improvement Projects:*
     o Green Belts are often entrusted with leading smaller Lean Six Sigma projects or playing a key role in larger projects. This leadership role enhances your visibility within the company and showcases your ability to deliver tangible results, which can lead to promotions or greater responsibilities.

  5. *Ability to Demonstrate Tangible Results:*
     o As a Green Belt, you are capable of leading projects that generate measurable improvements, such as cost reductions, quality improvements, or time savings. Demonstrating the ability to directly contribute to your company's bottom line significantly increases your value to the organization.

  6. *Foundation for Future Certification and Career Growth:*
     o The CLSSGB is often a stepping stone to higher certifications, such as the Lean Six Sigma Black Belt (CLSSBB). As you move up, your role and influence in the company grow, offering greater job opportunities and higher compensation.

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- ## For Organizations:

  1. *Increased Efficiency:*
     - o Green Belts help streamline processes by identifying and eliminating waste (non-value-added activities), leading to more efficient operations.

  2. *Cost Reduction and Improved Revenue:*
     - o By improving processes and reducing errors or defects, organizations can significantly lower operational costs and increasing profitability.

  3. *Improved Quality:*
     - o Green Belts apply data-driven methodologies to enhance the quality of products and services, leading to fewer defects and higher customer satisfaction.

  4. *Better Decision-Making:*
     - o Green Belts provide analytical skills and use metrics to make data-driven decisions, improving the accuracy and effectiveness of business strategies.

  5. *Increased Customer Satisfaction:*
     - o Having certified Green Belts within the team fosters a culture of continuous improvement of processes which will lead to increased customer satisfaction.

Program Fees

The standard program fee is JD550, and the certification exam fee is JD160. The program will be delivered through an online, live, and interactive training format.

As part of JAQM's commitment to supporting individuals and organizations that invest in developing their people, a special early-registration discount of 40% is offered for registrations completed before the end of Ramadan.

Accordingly, the total early-registration fee is only JD426, inclusive of the certification exam. After the early-registration period, a 30% discount will apply. The program fees include:

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- Completion e-certificate issued by JAQM and internationally accredited by the International Accreditation Organization (IAO), USA, awarded to participants who attend at least 90% of the program.
- Professional certification e-certificate titled Certified Lean Six Sigma Green Belt (CLSSGB), issued by JAQM and internationally accredited by the International Accreditation Organization (IAO), USA, awarded to participants who successfully pass the certification exam.
- Free access to session recordings until the exam date.
- Training materials in PDF format.
- Handouts and the instructor's notes.

Payment Methods

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

- Transfer or cash deposit to JAQM's bank.
- CliQ: Alias name: JAQM
- ZainCash eWallet
- Orange Money eWallet
- 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: 5 – 29/4/2026 (Su, Tu, & We)
- Time: 6:30 – 9:50 PM Jordan Time
- Exam date: will be discussed and agreed upon with the participants.
- Venue: online using the zoom platform or in-person.

Presentation Approach

- Online Live and Interactive
- Simple English language for the data show
- Simple English language for the material and handouts
- English/Arabic for delivery and discussion
- Many workshops, different group activities on practical cases, and Minitab applications for the project data analysis.

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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.