



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

Lean is to remove waste wherever found. This course focuses on 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 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 to achieve its business objectives.

Objectives

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

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

This course will entitle and empower the participants to lead projects and improve business processes and improve their 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.



Course Outlines, CLSSGB course will be presented as follows:

Chapter 1: Introduction to Six Sigma

- Six Sigma Overview
- 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
- Concepts of Defect

Chapter 3: Define Phase

- Process Management
 - Business Process
 - Organization Processes
 - Process Documentation
 - Mapping the process
 - VOC & CTO
 - Kano Model
- 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 Measurements
- Cost of Quality

Chapter 5: Analyze Phase

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

Chapter 6: Improve Phase

- Implementing Approved Solutions
- ANOVA
- Correlation and Regression
- Conducting One Factor DOE
- DOE Case using Minitab
- Lean Principles
- Lean Tools

Chapter 7: Control Phase

- Statistical Process Control (SPC)
- Six Sigma Projects 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 course and before the certification exam date.



Training Material

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

Targeted Groups

CLSSGB training course 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 for 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 course participants and for other clients who seek CLSSGB certificate.

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.

All participants will get a completion e-certificate issued by the 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 make sit for a new exam at fees of USD170 or JD110.

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, you have to choose the best answer the fits the question.



Before the Exam

- Choose a quiet area of your home or office to take the exam.
- Do not go to public places, such as coffeeshops, 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 to 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 for the exam duration.

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 cancelled.
- 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 JAQM side for evaluation purposes. JAQM will evaluate the exam process and examinee behavior.
- 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.

Course Duration

CLSSGB course will be held online for 40 training hours over 12 days for the public. It can be customized based on certain needs for in-house training.

Course Fees

Course fees are JD550 and exam fees are JD160. JAQM supports individuals who invest in themselves, so, JAQM offers a discount of 10% on the course fees and a free certification exam. Accordingly, course fees are only JD495 with free certification exam for individuals. Discounts are not applicable for organizations' delegates. Course fees are to include:



- Completion e-certificate issued by JAQM and internationally accredited by the International Accreditation Organization (IAO) located in the USA.
- Certification "Certified Lean Six Sigma Green Belt" e-certificate issued by JAQM and internationally accredited by the International Accreditation Organization (IAO) will be presented to participants who pass the exam and score 65% or more.
- Training material in pdf format.
- Handouts in pdf format.
- Instructor's presentation notes

Payment Methods

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

- Transfer to JAQM's bank
- Cash deposit to JAQM's bank
- 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: 30/5 – 6/7/2022 (Mon and Wed)
- Time: 7:00 – 10:20 PM Jordan Time
- Exam date: will be agreed upon with the participants.
- Venue: online using the Zoom platform

Presentation Approach

- Online using Zoom platform
- English for data show
- English for material and handouts
- English/Arabic for delivery and discussion
- Workshops and group activities



Registration Process

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

<https://forms.gle/de5zRLAxOKsSQzt57>

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

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