



Overview

Six Sigma is a set of management and analytical 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 eliminating root causes of defects and minimizing variation in business processes. It uses a set of quality management methods, and statistical techniques, and creates a special infrastructure of people within the organization to implement a lean six sigma project.

Six Sigma projects ensure process output at high quality and customer satisfaction. Each Six Sigma project carried out within an organization follows a defined sequence of steps and has specific value targets, for example: reducing process cycle time, reducing pollution, reducing costs, increasing customer satisfaction, and increasing profits.

Lean and Six Sigma have been taught as separate methods for many years, but it's now common to see Lean Six Sigma to get the best of their combination.

Lean is a systematic approach to eliminating activities that don't add value to the product, service, or customer. It emphasizes removing wasteful steps in a process and taking the only value-added steps.

Different companies are now hiring LSSBB or SSBB to lead six sigma projects that will reduce operations costs, improve their business output quality, and in the end improve their customer satisfaction.

Objectives

Achieving certification as Lean Six Sigma Black Belt (LSSBB) can be of great value and benefit to your career. The knowledge, skills, and values that come with this certification will enable you to move ahead within your company and make you a more attractive candidate to other organizations.

Certified Lean Six Sigma Black Belt (CLSSBB) training program will enable the participants to better understand their business processes and acquire the required skills, such as management skills, analytical skills, leadership skills, presentation skills, and communication skills, that will enable you to lead and mentor a team and conduct a successful lean six sigma projects.

Organizations that have CLSSBB employees can improve their market share and then improve profit margin.



Program Outlines, CLSSBB program will be presented as follows:

Part I: Six Sigma and the Organization

Chapter 1: Values of Six Sigma for an Organization

- What and Why is Six Sigma?
- Six Sigma and Defects
- Statistical Definition of Six Sigma
- Financial Impact of Six Sigma
- Six Sigma Critical Success Factors

Chapter 2: Organizational Process Management

- Business Process Modeling
- Context of the Organization
- Organizational Strategic Goals
- Process Capability and Performance
- Process Documentation
- Mapping the Process
- Process Manpower
- Continuous Process Improvement

Chapter 3: Essential Management Skills for SSBB

- Leadership Skills
- Creative Thinking
- Team Management
- Communication Skills
- Change Management

Part II: DMAIC for Six Sigma Projects

Chapter 4: Define Phase

- Organization Processes Overview
- Voice of the Customer
- Project Selectin
- Project Scope



- Defining the Problem
- Project Objectives
- Project Scheduling and Tracking
- Project Charter

Chapter 5: Measure Phase

- Importance of Data
- Normal and Non-normal Data
- Data Collection
- Sampling Methods
- Descriptive Statistics
- Process Capability
- Process Performance
- Process Sigma Level and the Shift
- Measuring Key Process Characteristics
- Measurement System Analysis
- Practical applications using the Minitab software

Chapter 6: Analyze Phase

- Root Cause Analysis (RCA)
- Statistical Process
- Advanced Inferential Statistics
- Sampling Distributions
- Advanced Test of Hypothesis
- Risk Identification and Analysis
- FMEA
- Practical applications using the Minitab software

Chapter 7: Improve Phase

- Implementation of Solutions
- Statistically Modeling a Process
- Design of Experiments (DOE)
- Advanced DOE and Process Optimization
- Lean the Process
- Waste Elimination



- Developing Action Plans
- Practical applications using the Minitab software

Chapter 8: Control Phase

- Statistical Process Control
- Sustain Achievements
- Implementing Lean Tools
- Control Plan
- Practical applications using the Minitab software

Chapter 9: Practical Project Case

- Project Implementation
- Project Presentation

Part III: Design for Six Sigma (DFSS)

Chapter 10: IDDOV Methodology

- Identify
- Define
- Design
- Optimize
- Validate

Pre-Requisite

- Attended a six sigma green belt or lean six sigma green belt course PLUS a minimum of two years of work experience, OR
- Conducted one six sigma project PLUS one-year work experience, OR
- Four years of work experience, OR
- Master's degree PLUS a minimum one-year work experience.
- Ready to work on a project case and assignments.
- Good analytical and statistical thinking is a plus.
- Good command of the English language.



Program Duration

The Certified Lean Six Sigma Black Belt (CLSSBB) program will be held for 60 training hours that will be implemented on a practical project using the DAMIC cycle. Training hours will be held for 18 days, 3 days per week for the public. This program can be customized based on certain needs for in-house training.

Targeted Groups

CLSSBB training program is suitable for public, private, production, or service organizations. In addition, it will be a great benefit for general managers, quality managers, engineers, consultants, change agents, process owners, project managers, quality personnel, team leaders, and members who will be involved in leading lean Six Sigma projects, and all who seek the LSSBB certification.

Online Certification Exam

To be LSSBB certified and to achieve the global credential CLSSBB, 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 CLSSBB global credentials.

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 will get the "Certified Lean Six Sigma Black 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 USD250 or JD175.

CLSSBB certification exam is an open book type and will be conducted ONLINE. The exam consists of 165 multiple-choice questions. Each question is associated with 4 choices, you must select the best one that fits the question. The exam duration is five and a half hours (330 minutes).



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 using a PC or laptop, not a mobile.
- 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.
- Exam activities will be recorded at the JAQM side for evaluation purposes. JAQM will evaluate the exam process and examinee behavior.
- You should switch your camera and microphone ON, and 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.
- No one else can be in the room where you sit for the exam.

Program Fees

Program fees are JD950. Certification exam fees are JD300. To support people who would like to improve their skills and knowledge, JAQM will offer different amounts of discounts on the program fees as follows:

- 35% for those who have a CLSSGB or CSSGB certification from JAQM. So, the fees are only JD617.
- 20% for those who have a CLSSGB or CSSGB certification from a third party. So, the fees are only JD760.
- 10% for all new individuals, who don't have a Six Sigma Green Belt Certification. So, the fees are only JD855.
- In addition, JAQM will offer a free certification exam (*value of JD300*) for all individuals. Discounts are not applicable for organizations' delegates.



Program total 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.
- Certification "Certified Lean Six Sigma Black Belt (CLSSBB)" e-certificate issued by JAQM and internationally accredited by the International Accreditation Organization (IAO) located in the USA will be presented to participants who pass the certification exam.
- Training material in pdf format.
- Handouts in pdf format
- The instructor's presentation notes.

Payment Methods

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

- Cash deposit to JAQM's bank
- Transfer to JAQM's bank
- Western Union transfer
- ZainCash Wallet
- Orange Money Wallet

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

Training Material

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

Date, Time, Venue

- Date: 24/7 – 1/9/2022 (Sun, Tu, and Th)
- Time: 7:00 – 10:20 PM Jordan Time.
- Exam date and time: will be agreed upon with the participants.
- Venue: Online using the Zoom platform.



Presentation Approach

- English for data show
- English for material and handouts
- English/Arabic for delivery and discussion
- Different workshops and group activities using the Minitab software.
- Different exam questions at the end of each phase so you can get familiar with the real CLSSBB certification exam.

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/oVBMayF2MtZ8zmLi6>

Once you submitted 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 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 program date without any legal or illegal responsibility due to the date change.