



Six Sigma Black Belt

Six sigma black belts are full-time or part time project leaders and mentors of the business, including Green Belts and other associates. They have observational responsibility for executing specific projects and ensuring that the results are achieved, the required changes and results are accepted by the champions and are sustained as well. They will also lead Six Sigma knowledge transfer to the project stakeholders.

Black Belts ensure that six sigma projects are connected to business objectives. They spend time staying on top of the organization's strategy to ensure that the projects they lead increase the company's competitive advantage and financial performance.

Certification Exam Pre-Requisite

- Implemented a six sigma project and achieved key results, AND two years of work experience in the six sigma black belt areas shown in this BOK. OR,
- Four years of work experience in one or more of the six sigma black belt areas shown in this BOK. OR,
- Attended a minimum of 40 training hours six sigma black belt course that covers the six sigma black belt areas, AND three years of work experience in one or more of the six sigma black belt areas shown in this BOK.
- Good command of English language.
- Good analytical and statistical thinking is a plus.

Online Certification Exam

To be SSBB certified and to achieve the global credential CSSBB, a participant must pass the online exam and score 65% or above. JAQM deals with all examinees equally with no bias, thereby, JAQM does not provide answers to the certification exams.

Participants who pass the certification exam will get the "Certified Six Sigma Black Belt" e-certificate issued from JAQM and internationally accredited by the International Accreditation Organization (IAO) located in USA.

CSSBB 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. Exam duration is 330 minutes over one session.



Before the Exam

- Choose a quiet room 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 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.
- 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 cancelled.
- You have to use a standalone scientific calculator.
- Get ready and prepared 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.
- Mobiles or any other devices that can be connected to the internet are not allowed and should be switched off during the exam duration.

Certification Exam Contents

I: Six Sigma and the Organization (35 Questions)

- 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



- **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 Improvement

- **Management Skills**

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

II: Define Phase (15 Questions)

- Voice of the Customer
- Kano Model
- Defining the Problem
- Project Selection
- Project Scope
- Project Objectives
- Project Charter
- Project Scheduling and Tracking

III: Measure Phase (30 Questions)

- 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
- Applications with Minitab

IV: Analyze Phase (30 Questions)

- Advanced Inferential Statistics
- Sampling Distributions
- Advanced Test of Hypothesis
- Risk Identification and Analysis
- FMEA
- Applications with Minitab

V: Improve Phase (35 Questions)

- Root Cause Analysis (RCA)
- Implementation of Solutions
- Statistically Modeling a Process
- Design of Experiments (DOE)
- Advanced DOE and Process Optimization
- Lean Process
- Waste Elimination
- Action Plan
- Applications with Minitab

VI: Control Phase (15 Questions)

- Statistical Process Control
- Sustain Achievements
- Control Plan
- Applications with Minitab

VII: Design for Six Sigma (5 Questions)

- Identify
- Define
- Design
- Optimize
- Validate



Certification Exam Fees

Exam fees for those who sit for the first time are USD450 or JD300. Exam fees for those who look to retake the exam are USD250 or JD175. Exam fees include the certification "Certified Six Sigma Black Belt" e-certificate issued by JAQM and internationally accredited by the International Accreditation Organization (IAO) located in the USA that will be presented to examinees who score 65% and more and then pass the certification exam.

Payment Methods

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

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

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

Registration Process

To register to sit for the six sigma black belt certification exam, please click the following link and fill out all the fields in the registration form:

<https://forms.gle/MMXa88uS7uasxBCo6>

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.