



Six Sigma Green Belt

Green Belts are employees of an organization who have been trained on the Six Sigma methodology and will lead a process improvement team as part of their work. They understand their organization processes, and they work with project managers for achieving project goals and improving performance.

Green Belts are skilled team players, and their main focus is on improving process quality. Six Sigma green belts apply their knowledge of the methodology to improve organizational issues. They are able to improve various aspects of work processes, such as project processes or operational processes.

Certification Exam Pre-Requisite

- Three years of work experience in one or more of the six sigma green belt areas shown in this BOK. OR,
- Attended a minimum of 40 training hours six sigma green belt course that covers the six sigma green belt areas, AND one year of work experience in one or more of the six sigma green belt areas shown in this BOK.
- Good command of English language.
- Good statistical skills are an advantage.

Online Certification Exam

To be SSGB certified and to achieve the global credential CSSGB, 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 CSSGB certificate. JAQM deals with all examinees equally with no bias, thereby, JAQM doesn't provide answers to the certification exams.

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

CSSGB certification exam is an open book type and lasts for four hours and will be conducted ONLINE. The exam consists of 100 multiple choice questions. Each question is associated with 4 choices, you must select the best one that fits the question. Exam duration is 240 minutes.



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: Introduction to Six Sigma (7 Questions)

- Lean and Six Sigma Overview
- Statistical Definition of Six Sigma
- Six Sigma Project Implementation, DMAIC
- Basic Change Management



II: Define Phase (23 Questions)

- Process Management
 - Business Processes
 - Process Documentation
 - Mapping the process
 - Voice of the Customer and CTQ
 - Kano Model
- Project Management
 - Project Team
 - Business Case
 - Defining the Problem
 - Project Selection
 - Project Scope
 - Objective Statement
 - Tracking the Project
 - Project Charter

III: Measure Phase (25 Questions)

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

IV: Analyze Phase (15 Questions)

- Root Cause Analysis
- Cost of Quality Analysis
- Inferential Statistics
- Normal Distribution
- Standard Normal Distribution and the z- table
- t- Distribution and the t- table
- Hypothesis Testing
- Correlation and Regression



V: Improve Phase (20 Questions)

- Solution Implementation
- Lean Principles
- Waste Identification
- Waste Elimination
- ANOVA
- Basics of DOE

VI: Control Phase (10 Questions)

- Lean Tools
- Statistical Process Control (SPC)
- Control Charts for Variables
- Control Charts for Attributes
- Six Sigma Control Plan

Certification Exam Fees

Exam fees for those who sit for the first time are USD250 or JD160. Exam fees for those who look to retake the exam are USD170 or JD110. Exam fees include the certification “Certified Six Sigma Green 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 green 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.