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Six Sigma Yellow Belt Project Charter



Project Name	Call Center for Medical Devices Company
Today's Date	2019, 19 July
Project Start Date	2019, 15 September
Target Completion Date	2020, 30 April

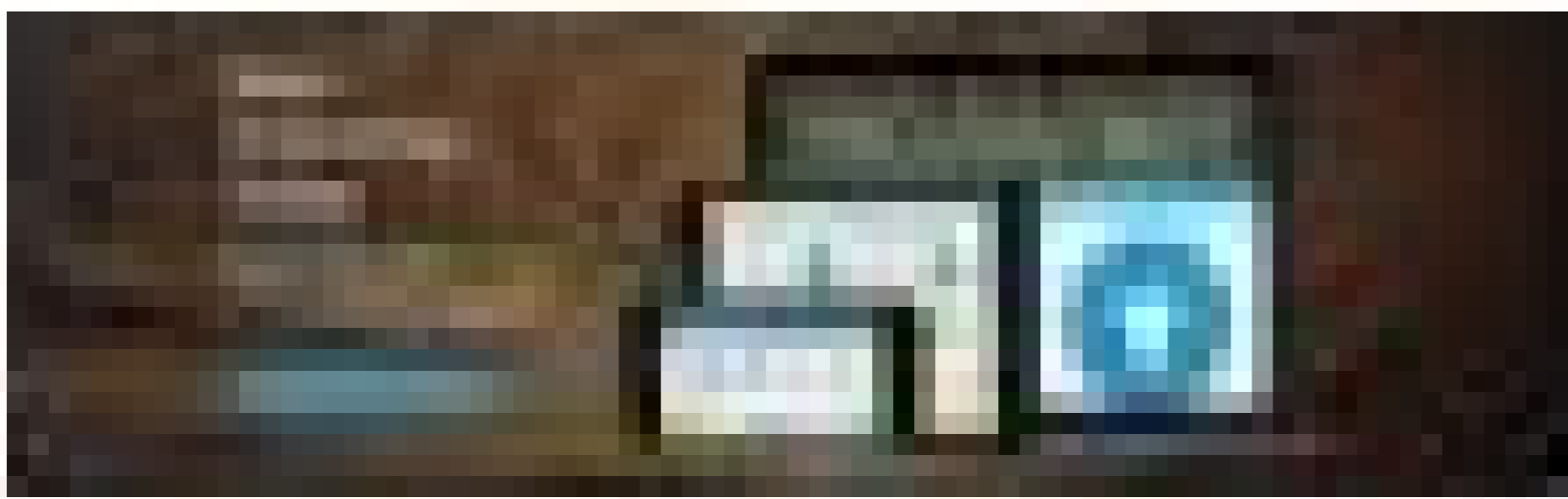
Project Element	Response
Problem Statement <ul style="list-style-type: none"> Includes time, measurable item, gap and business impact 	<p>The call center for the Medical Devices Company needs to build a ordering system to communicate with inbound and return logistics.</p> <p>The call center staff is now using a decentralized system to file customer orders and returns, which makes it difficult to have a centralized insight of total orders and returns, respectively, which causes delay (longer lead times) and mistakes that leads to customer dissatisfaction.</p> <p>The new project will be measured the following:</p> <ul style="list-style-type: none"> - New centralized data collection; - Order and return history; - Call logs; - Access to customer demands in one centralized database; - Measurement of (reduced) lead times. <p>The project will start on September 1st, 2019 and finished on April 30th, 2020.</p> <p>The decentralized system of stand alone computers will be replaced with one centralized systems which easy access for all personnel of the call center, so delay and mistakes will be reduced and customer satisfaction will increase and operations management will be improved (fast JIT procurement and logistics and decreased costs).</p>
Business Case <ul style="list-style-type: none"> Why is this project important to do now? What is the project's financial impact? 	<p>The Medical Devices Company aims to decrease the lead time and mistakes, improve the operations management of output and recycled (fawed) devices, hence increase customer satisfactions, reduce waste and reduce costs.</p>



SIX SIGMA YELLOW BELT TRAINING

Sudhakar SR

Question 1	Answer C
Question 2	Answer B
Question 3	Answer C
Question 4	Answer A



Lean Six Sigma Yellow Belt Certification

Download the Lean Six Sigma Yellow Belt Certification course materials.



Lean six sigma yellow belt free certification.

Six Sigma is a quality measurement that represents 3.4 Defects Per Million Opportunities. There must be focus on both performance and on methods, that help reducing the risk of defects. Change management focusing on the individual (1 day) gives you tools for making changes towards individuals. On the template, list the desired change along with acting forces, then use your analysis to create an action plan. DMAIC stands for the five phases of an improvement cycle: Define, Measure, Analyze, Improve, Control. A practical DMAIC-project through your Lean Six Sigma Black Belt training At this course (DMAIC-project), your practical learning takes place. See Smartsheet in action. We ensure that you have the proper help available to you. Databased decisions (1 day) is focusing on methods and tools that can be used for making objective and solid decisions. Download file: GoSkills Lean Six Sigma Yellow Belt Webinar.pdf (1,015.4 KB) Ray Sheen Project Management Instructor & Author Lean Six Sigma combines two methods that streamline business processes in order to reduce waste, improve quality, and increase efficiency and product value. The template allows you to closely examine important factors such as issues that may be influencing stakeholders, their vested interest in a project, or the level of influence and support. The process is similar to DMAIC but focuses on product or process design and how to implement that design effectively. This is where you get an opportunity to test your new knowledge in practice. This provides a visual representation of process flow with a map that is easy to understand and modify. Download Project Charter Template Excel | Word | Smartsheet It's important to refer to previous research and planning to help create an effective action plan. You will be introduced to a visual control (Visual Management) with boards, when your efforts must be followed up on. Download SWOT Analysis Template - PPT PPT | Smartsheet A fishbone diagram, also known as a cause and effect diagram or Ishikawa diagram, helps teams brainstorm the causes of a certain event. The final step is to determine what action you should take to eliminate that root cause. Control future process performance by maintaining improvements. Download 8D Report Template - Excel Create a process flow diagram using flowchart symbols to show each step in a Six Sigma process. This is an important Six Sigma tool for taking concrete actions toward achieving measurable objectives. You'll find Six Sigma project templates designed to support the different phases of an improvement process, all of which are free to download. Download Force Field Analysis Template Word | PDF While both Lean and Six Sigma aim to reduce waste, they are distinct methodologies. Consistent reporting on project progress and milestones can help keep stakeholders informed and engaged. Creating a detailed project charter will help define your project and its expected outcome, and provide a high-level roadmap to follow. Report on key metrics and get real-time visibility into work as it happens with roll-up reports, dashboards, and automated workflows built to keep your team connected and informed. When teams have clarity into the work getting done, there's no telling how much more they can accomplish in the same amount of time. Try Smartsheet for free, today. After defining the problem, you ask five questions to drill down into why the problem is happening, and track the issue back to its root cause. Simply click on the link to download and open a template file, and customize it to suit your needs. Download Cause and Effect Matrix - Excel Use this template to perform a Pareto analysis of your data to determine the frequency of problems or defects occurring in a process. The 8D report includes separate sections for each step, from describing the problem and root causes to identifying corrective actions and ways to prevent recurrence. Watch a free demo This Six Sigma Excel template is designed to help you create a project charter that will serve as an agreement between management and your team. Easily add this PowerPoint slide to any presentation for visual communication with project team members or other stakeholders. It provides room for common sparring, reflection and, not least, inspiration. In this simple spreadsheet template, you can document process control activities to help ensure that quality standards continue to be met. Download 5 Whys Template Excel | Word | PDF This template can help you prioritize and select projects based on various factors, such as likelihood to succeed, cost, and how critical a project is to business processes. The template provides a typical Pareto diagram, with a bar chart representing whatever issues you want to analyze, and a line graph showing the cumulative percentage of occurrences. The difference between the Lean Six Sigma Belts is it worth becoming a certified Yellow Belt, and how do you do it? Download Data Collection Plan Template - Excel A Failure Modes and Effects Analysis (FMEA) seeks to prevent possible failures in a design or process. And this is where you can create the actual improvements and results for and in your organization. In addition, you get 5 x 2 hours individual project coaching. Combining these two methodologies can improve business performance by emphasizing both quality improvement and profitability. Process- and risk management (1 day) gives insight in how the processes can be controlled and continuously improved. Download Communication Plan Template Excel | PDF Use this VOC template to gather information about customer expectations and needs. There are three perspectives: understanding of a process, improving an existing process, and designing new processes. You have a maximum of two years to complete your project to be certified. Design of Experiments (DOE) (1 day), where you learn to plan, analyze and complete controlled experiments. Download A3 Template - Excel A 5 Whys worksheet can help you undertake a root cause analysis to determine the sources of defects or performance issues. Smartsheet is a cloud-based platform that allows teams and organizations to plan, manage, and report on projects, helping you move faster and achieve more. Analyze the process and identify the root causes of defects and sources of variation. Lean Yellow Belt (2 days) introduces within the fundamental Lean-principles, methods and concrete tools. Download Six Sigma Process Map Template - Excel This template combines a weekly check sheet with a histogram for a graphical representation of defects or issues occurring over time. Download Voice of Customer (VOC) Template - Excel During the "measure" phase of DMAIC, you can use a data collection plan template as a framework for describing what type of data to collect, how to gather it, when, and by whom. Contact us for further information and dialogue. Download Control Plan Template - Excel A cause and effect matrix allows you to evaluate and quantify the relationships between process inputs and outputs. Improve performance by resolving the root causes of issues and eliminating defects. This spreadsheet template provides columns for entering data sources and locations, operational definitions, what statistical tools to use, and more. Data driven cause analysis (1 day) introduces the statistic way of thinking; disclose probability and probability distribution as well as hypotheses tests and regression analytics. That's a lofty goal for many business processes, but you can use Six Sigma methods to improve quality and performance in varying degrees based on the needs and objectives of a business or project. Regardless, many changes are "a 90% people deal" which means that there is a need of supplementing the good project models with understanding of both involvement and active control. Enter your data on the check sheet, and the template will automatically create the histogram for your analysis. These days you will find both teachers and other students who are in the process of their improvement projects. Download Tree Diagram Template - Excel This template guides you through the 8D (eight disciplines) approach to problem solving and process improvement. White Belts generally have supporting roles, while Yellow Belts act as team members, Green Belts collect and analyze data, and Black Belts serve as project leaders. In the following sections, you'll find a number of free, downloadable templates that you can use as Six Sigma tools. A SIPOC diagram provides a high-level, visual overview of a business process, which is helpful for identifying and summarizing all of the elements in a process improvement project from start to finish. Download Pareto Chart Template - Excel A tree diagram breaks down a central concept, issue, or activity into increasingly smaller components. List the strengths, weaknesses, opportunities, and threats related to an idea, process, or organization, and use this information for strategic analysis. Understanding the views and expectations of stakeholders can help you anticipate and address issues in advance and move your project toward success. This is a useful tool for teams at many levels. Six Sigma tools range from statistical charts, illustrative diagrams, and data collection methods to project management and process analysis worksheets. Change and anchoring (1 day) is about "making things happen". Effective messaging is important for securing buy-in as well as ensuring continued support for the duration of a project. Download FMEA Template - Excel During the "control" phase, an effective plan serves as a guide for monitoring process and sustaining improvements. You can also edit the template to include any additional information that is relevant for your project. Notification subtitle data-error-image-url=/static/images/notification-error.svg data-success-image-url=/static/images/notification-success.svg> The webinar is available on demand Sign up Login Wednesday, February 20, 2019 In this free webinar, certified Black Belt Ray Sheen will help you understand the fundamentals of the powerful Lean Six Sigma methodology for problem solving. Identifying these forces and rating the strength of each can provide insight on how to maximize the driving forces and reduce inhibiting forces. Data Driven Management (1 day) enables you to build and implement a management that creates a balance between economy, quality, processes and internal learning. At Storm - House of Six Sigma you can tailor your Six Sigma Black Belt training, so that it suits both you and your organisation's needs. Download Project Prioritization Analysis - Excel SIPOC stands for Suppliers, Inputs, Process, Outputs, and Customers. This template is designed to help you document the voice of the customer and translate those messages into measurable requirements. Download Implementation Plan Template Excel | Smartsheet You can use this template to identify and analyze stakeholders in order to enlist support for a project. Once you know what actions to take, this implementation plan template helps you organize them by priority, assign ownership, track progress, and update the plan as needed. There will be supplemented with examples and practical exercises and dialogues. In Six Sigma, tree diagrams are used for determining root causes, brainstorming ideas related to a central topic, understanding a process from top to bottom, and approaching issues systematically. To be certified Black Belt, you must complete a practical DMAIC project. The acronym "DMAIC" represents a key aspect of Lean Six Sigma. You indicate in advance if you come to the room for working with your own project and getting individual guidance, participating in joint presentation of projects and working in smaller groups when it makes sense. The A3 report condenses project information onto a single page in an easy-to-read, graphical format. The template includes a section for recording what actions were taken to address each issue, as well as the completion date. You can use these steps as a roadmap for resolving issues with a Six Sigma approach: Define the project goals or problem to be addressed, internal and external customer requirements, and project boundaries. Furthermore, you will acquire an understanding the verification of data and the work the measurement analytics - Gage R&R, Statistic Process Control (SPC) & Capability (1 day) covers the use control chart and capability of both normal and non-normal distributed data. Use this Six Sigma tool along with the 5 Whys template to determine root causes. A project charter provides an overview of a project including team roles and responsibilities, financial information, goals, and constraints. As a Six Sigma tool, you can use this template for analyzing and revising a process, and as a communication tool for stakeholders. Through statistic calculations, there will be seen which causes that has a significance for your issue - and which you will work further on. Another version of this process is DMADV (Define, Measure, Analyze, Design, and Verify). Business Process Management (1 day) gives insights in why and how process management secures improved business results based on your processes' actual performance and customer experiences. Download Check Sheet with Histogram Template - Excel A force field analysis helps determine what factors are driving or inhibiting efforts to reach a goal. Once you collect your data, you can also use a Pareto chart to get a visual representation of the results. You gain the level of practitioner, that matches or exceeds international Lean Six Sigma standards and with an approved and completed project you achieve certification. Analyze and design processes (1 day) secures a fundamental understanding of mapping, analyzing and optimizing processes. Six Sigma focuses on reducing defects by limiting variation within a process, while Lean removes unnecessary steps for a more efficient process. Remember that your Black Belt training can be tailored so that it suits both you and your organisation's needs. Configuration of Lean Six Sigma Black Belt Our classic Lean Six Sigma Black Belt training consists of 15 course days, which are: Yellow Belt / DMAIC understanding (3 days) secures a good and application orientated understanding of improvements using Six Sigma thinking and the fundamental insight in DMAIC as a method as well. One of the benefits of using a fishbone diagram is the visual layout, which makes it easy to compile and view information, and see the relationships between different elements. Download Fishbone Diagram Template - Excel A3 is an approach to problem solving that grew out of Lean Manufacturing at Toyota. This FMEA template is designed to help you follow a systematic approach to identifying, understanding, and preventing failures. To support the entire project process, you must participate in a minimum of 6 and maximum 11 workdays, which is held at least once a month. You will learn: What Lean Six Sigma is The critical elements of problem solving for project success The right and wrong ways to solve a problem How to use Lean Six Sigma for problem solving How to be an effective subject matter expert on a team project Do we need to use statistics for problem solving? This A3 template provides sections for describing background information, current conditions, root cause analysis, target conditions, implementation plan, and follow-up. Download Stakeholder Analysis Template Excel | Smartsheet Use this SWOT analysis template for strategic planning and to create dynamic PowerPoint presentations. Ray will also be answering some of your questions submitted to the live chat at the end of the presentation. Measure the current performance of the process and describe the process in quantifiable terms.

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