New course

Objectives
Upon completion of this course, participants will be able to carry out simple projects aimed at continuous improvement or assist managers with complex projects of this nature.

Targeted audience
Managers who need to understand Lean Six Sigma concepts and apply them to continuous improvement projects of average complexity within their organizations (at the local level).

Prerequisite
None.

Content
- Module 1 – Deployment within the company: corporate vision, leadership
- Module 2 – Organizational process management and measurement: impact on stakeholders, project follow-up
- Module 3 – Project management: Defining the project, agent of change, management tools and planning tools
- Module 4 – Team management: training, time management, decision-making, management and planning tools, performance assessment and rewards
- Module 5 – Méthodologie Lean Six Sigma - Définir : voix du client, caractéristiques critiques pour la satisfaction, élaboration du projet et FIPEC-SIPOC, contrôle du projet
- Module 7 – Méthodologie Lean Six Sigma - Analyser : identification des facteurs à améliorer, analyse de défaillance, cartographie des flux de valeur ajoutée, variation naturelle et assignable, probabilités et statistiques de base, aperçu distribution paramétrique de base, aperçu test d’hypothèse de base
- Module 8 – Méthodologie Lean Six Sigma - Innover : aperçu : détermination et choix des solutions, outils et méthodes d’amélioration de base, élimination des gaspillages, réduction du temps de cycle, diagramme causes-effets, 5 Pourquoi, méthode kaizen, méthode d’organisation SS et contrôle visuels, qualité et détrompeurs (Poka-Yoke), théorie des contraintes
- Module 9 – Méthodologie Lean Six Sigma - Contrôler : contrôle statistique de procédé, autres outils de contrôle, implantation des contrôles, maintenir les améliorations

General Note
Training will take place over a 2-week period: 4 days of training, 7 hours per day (8:30 a.m. to 4:30 p.m.) and a half-day for the exam.
- 21 hours of training
- 1.5 hours for the exam
- 1.5 hours for in-class review of the exam
- 4 hours of group coaching and simulation workshop
If, after completing the course, you wish to carry out a process improvement...
project (DMAIC method) within your organization and would like to obtain personalized coaching for your project, you may add 10 hours of individual coaching to your training.

PEDAGOGICAL APPROACH
This training course consists of 9 modules.
- Action-based training using a combination of theoretical learning and practical applications.
- A practical simulation workshop of a Kaizen event allowing participants to truly experience the different concepts of continuous improvement and waste elimination.
- Examples, practical exercises, case studies and sample ASQ exam questions.
- The class delivery style rests largely upon the sharing of individual experiences and interaction among participants.

Material Note
The reference manual used for training is available only in English since it originates from the Book of Knowledge of the American Society of Quality. The course will, however, be delivered in French, although English will be used for technical terms and participants will received several documents in French and/or English.

Exam Note
The Yellow Belt exam consists of 30 multiple-choice questions covering all 9 modules. Participants will be given 1.5 hours to complete the exam and will be allowed to use their course manuals during the exam. This exam is similar to the exam delivered by the ASQ. After completing this exam, participants will be able to register for the ASQ exam, if they so desire, in order to obtain certification from the ASQ.

ASQ exam
The ASQ exam is not included as part of the course. Here is some general information regarding the ASQ exam:
- Each certification candidate must complete and pass a multiple-choice exam that measures their understanding of the overall body of knowledge.
- The computer-based CSSYB exam is a one-part exam that consists of 85 questions. The exam is 2.5 hours long and offered in English only. There are 75 scored questions and 10 unscored questions.
- The paper CSSYB exam is a one-part exam that consists of 75 questions. The exam is two hours long and is offered in English only.
- All of the exams are open book. Each participant must bring his/her own reference material.