



We help you achieve significant, measurable, sustainable results

New to Lean Six Sigma? Here's a Quick Overview.

## A Vehicle For Improvement



**Lean Six Sigma** is a unified approach to achieving improved business performance. Correctly deployed, Lean Six Sigma methodology will drive continuous or even dramatic step function improvements in such performance. The approach can be applied to any manner of business situations be it service, transactional, production, design; anywhere in fact that a 'process' is involved. It is equally relevant within the Public and Private sectors. Many major organisations across the globe have already adopted the Lean Six Sigma methodology. They too want to gain the remarkable improvements experienced by businesses with well established Six Sigma cultures such as Nokia, GE, and Honeywell.

## Six Sigma = Near Perfection

The approach was first established in the 1980's by Motorola and began life as a statistical concept. Sigma is the Greek letter used in statistics to represent the consistency of a business process. If processes are not controlled or are unpredictable, they will eventually lead to customer dissatisfaction. Motorola described how a process working at a Six Sigma level would produce very few errors or defects or customer complaints - less than four in one million!! Hence the quest of process improvement became a drive for ever higher sigma levels one, two, three, .... and ultimately to achieve Six Sigma - a level of near perfection.

## Lean = Waste Free

Lean is a collection of techniques which were originally used at Toyota - the car manufacturers but are now employed in many different types of business, not just production. These simple but very effective tools were designed to eliminate waste, cut unnecessary lead time, and reduce the costs within processes. The methods are very accessible to ordinary employees and can therefore be used to engage the wider organisation in continuous improvement. Some of the techniques such as "Kaizen Blitz" bring about very rapid improvements in a business.

## **Lean Six Sigma = A Great Combination!**

These days, more often than not, Lean and Six Sigma are combined. The reason is that the two methodologies are completely complementary and together form a very effective way of changing an organisation for the better. The financial and people benefits can be outstanding.

### **Unified Programme Approach**

From its early origins **Lean Six Sigma** has now matured into a holistic method of driving improvement within organisations. **The deployment model** now includes establishing a Steering Team of senior managers who sponsor, maintain, and provide the support structure for the programme and the projects within it.

These projects are not 'add ons' or 'nice to haves'. They are chosen as being required for the organisation to meet its business goals for the coming period - normally 12 months hence. The projects tend to include some of the most complex or difficult issues facing the organisation. Hence any investment in Six Sigma should be repaid many times as a result of achieving benefits which are very significant to the organisation.

The Steering Team choose the employees who will be trained to Black Belt level and they implement a Black Belt Certification process. Black Belts are then expected to drive the chosen projects to successful conclusion by deploying **Lean Six Sigma methodologies**.

We can help you establish a cost effective, practical implementation of all of the above.

### **It Takes People**

Obviously, deploying this methodology successfully relies on people who have been well trained and have the full **Lean Six Sigma** 'toolkit' at their disposal. We provide that toolkit via a blend of training and consultancy. Our training addresses the required balance of "people skills" and "technical skills". As a result, we enable individuals to become recognised **Lean Six Sigma** practitioners, i.e. Black Belts at problem solving.

## **What is a Black Belt?**

### **Trained and Experienced**

Achieving success with **Lean Six Sigma** depends on having people who have all of the skills to apply the methodology. Black Belts are people who have gained considerable problem solving and statistical skills, and who have demonstrated a consolidated ability to solve real business problems and produce measurably improved results.

### **Leaders**

Black Belts are leaders. They facilitate problem solving teams. They are able to act as internal consultants on continuous improvement initiatives and they are able to train others in problem solving and statistical tools. Black Belts work on the biggest issues; the toughest problems. Senior managers place high expectations on Black Belts to deliver the performance necessary to achieve the goals of their balanced score card or annual business plan.

## **A Potent Mix of Skills**

We are ready to give Black Belts the training they need. Our standards are high and we will not deviate from that precept. We believe we have struck the right balance between training of the "soft" and the "hard" skills, both of which are necessary for success. We believe we have developed a potent mixture of problem solving skills and we are ready to pass this on to you and/or your colleagues.

## **Choose The Right Level**

We produce fully trained and certified **Lean Six Sigma** practitioners at three levels, i.e. Black Belt Green Belt and Yellow Belt. Green Belts have many of the skills of Black Belts, however, they have a less in-depth understanding of statistical methods and have less experience of applying the methodology. Green Belts often act as a first level of support for Black Belt projects. Yellow Belts also support Black Belt activities. They are trained in and understand basic problem solving techniques. They are fully conversant with the "language" of the Black Belt and are deeply involved in the "nuts and bolts" of Black Belt initiatives.