CtrlX LEAN SIX SIGMA
TRAINING & CERTIFICATION

The Stepping Stone
For Process Excellence
Lean Six Sigma Overview

What is Lean Six Sigma (LSS)?
LSS has many meanings and applications! It is a system of management with a goal of near perfection in business performance. It is customer-focused process improvement approach to reduce variation and eliminate waste. It is a structured problem-solving methodology utilizing data and analytical tools to achieve breakthrough improvements. It is a data-driven decision making mindset. In its entirety it is a powerful business strategy for sustained success.

After gaining popularity for delivering ROI in the manufacturing industry, LSS has revolutionized service industry performance in the past 3 decades since its inception and the practice continues to evolve.

Successful Lean Six Sigma deployment enables:
- Developing continuous improvement culture
- Reducing cost by reducing variation and eliminating waste
- Optimizing processes by improving efficiency & effectiveness
- Improving customer experience & loyalty
- Revenue enhancement by understanding customer needs
- Building employee competency and motivation

Why CtrlX?
With over a decade of LSS training/deployment experience across 15+ countries, certifications from reputed global organizations and accreditation by IASSC, we at CtrlX are well poised to lend our expertise to aspirants in the service industry. We specifically cater to BFSI, BPO/ITES, Healthcare, Pharma, Insurance, Telecom, Hospitality, Shared services and other support functions.

Who can benefit:
Public Programs: Whether you are a fresh graduate, entry level employee, a management trainee, mid-level manager or leader of an organization there is a certain positive impact one can make in their workspace with awareness and applicability of the training we have on offer. It is a career booster for professionals.

Corporate Programs: Corporates can either use our content or we can customise programs for enterprises wide deployment. Charter workshops can also be facilitated for Corporates.

Training Offerings:
LSS Yellow Belt
LSS Green Belt
LSS Black Belt
LSS Master Black Belt
LSS Champions Training
LSS Green Belt Training

Overview:
This course introduces the proven Lean Six Sigma problem-solving methodology and analytical tools to achieve breakthrough improvements. It helps the participants to understand the benefits of Lean and Six Sigma DMAIC methodology to businesses. The participants will be trained in the rigor of DMAIC methodology, including the purpose, tools and output of each phase.

As a Lean Six Sigma Green Belt, participant will be capable of forming and facilitating project teams to lead Quality projects. The training transforms the participants into problem solvers who can regularly improve processes within their local areas and functions.

Course Objectives:
Upon completion of this course, participants will be able to:
- Understand the Lean Six Sigma principles and practices
- Understand the right application of various process improvement methodologies
- Identify and prioritize critical improvement opportunities
- Learn to effectively manage change and lead project teams
- Identify, shape and execute DMAIC & Lean initiatives
- Enhance their ability to make decisions based on data
- Quickly solve business problems using intuitive visual exploratory data analysis techniques using JMP
- Understand where and where not to apply advanced statistics
- Get hands-on practice by applying the step by step approach using classroom case studies and exercises

Who Should Attend?
Green Belts are employees throughout the organization who execute Six Sigma/ improvement projects as part of their overall jobs. Junior managers & above who have been assigned to Lead /support Six Sigma Project(s) as Green Belts are eligible.

This training is ideal for Individuals with 3-4 years of domain experience and have worked on project teams. These individuals have an opportunity to complete a GB project within 4-6 months of training completion under the guidance of a BB/MBB. Fresher's pursing quality as a career path will also benefit from the course.

Pre-Requisites:
We recommend that participants identify one Six Sigma project in their work area and have the charter approved by their Champion & Master Black Belt.
Overview:
The course provides an in-depth understanding of the Lean Six Sigma methodology. The program is designed to provide a comprehensive step-by-step methodology and tool set useful in the improvement, optimization and/or design of business processes. The training will not only enhance technical problem-solving skills of the participants but also introduce skills such as change management, team facilitation and strategic planning.

As a Six Sigma Black Belt, the participants will work closely with department heads, sponsors and other senior executives in the company to identify breakthrough improvement opportunities and lead cross functional projects in the areas of strategic importance to the organization. The training develops participants into expert problem solvers who not only lead strategic/cross functional projects but also mentor Green Belts and other process leads to optimize business performance.

Course Objectives:
In addition to Green Belt, BB participants will be able to:
- Understand the critical success factors to effectively deploy LSS strategy within the organization
- Apply prioritization techniques to successfully identify breakthrough improvement opportunities and employ the appropriate process improvement techniques to deliver meaningful results to the organization
- Apply advanced process improvement tools and process design techniques
- Perform advanced statistical analysis using statistical discovery software
- Device strategies to influence senior leaders and employ techniques to lead large transformational change as opposed to small incremental changes
- Develop and evaluate the financial business case & cost benefit analysis
- Successfully integrate Lean Six Sigma and Business Process Management

Who Should Attend?:
Black Belts are generally dedicated process improvement managers within the organization. These individuals are assigned to lead strategic Project(s) and coach and mentor GBs. They are required to achieve expert level of proficiency in LSS by completing 2-3 BB projects and coaching other GBs.

Pre-Requisites:
We recommend that participants identify one strategic project that has significant improvement potential and have the charter approved by their Champion & Master Black Belt.
Training Certification

- Participants will be awarded LSS GB/BB training certificate after successful completion of the respective course.
- Participants will have undergone the requisite training to apply for any international certification like ASQ, IASSC.
- Co-Branded Corporate In-House LSS certification is also available.

Project Certification

- Participants can also opt for GB or BB Project certification.
- CtrlX follows highest ethical & quality standards for project certification.
- Applicants will be required to meet project certification criteria set by CtrlX in terms of project requirements, expertise & dedication in the role.

Module 1: Introduction to Lean and Six Sigma
- Evolution of quality management practices
- Fundamental principles of Lean and Six Sigma
- Six Sigma as a management philosophy
- Lean Six Sigma methodology roadmap and tools
- Identify the right methodology
- Enterprise wide deployment of Lean Six Sigma*

Module 2: Change Management
- Human side of change
- Setting up for success*
- Team dynamics and Team leadership*
- Effective facilitation
- Stakeholder Management*

Module 3: Define
- Identify and prioritize projects
- Voice Of Customer techniques*
- Develop the project charter
- Refine project scope

Module 4: Measure
- Introduction to Process & Data door approach.
- Process analysis techniques - Lean toolkit
- Understanding data – Basic Statistics
- Data collection plan and Sampling
- Measurement System Analysis*
- Data management approach using JMP
- Baseline Performance – Process Stability & Capability

Module 5: Analyze
- Visual exploratory Data Analysis using JMP
- Validate sources of variation – Hypothesis Testing*
- Model relationships and utilizing knowledge*

Module 6: Improve
- Screen Potential causes
- Generate and evaluate solutions
- Mitigate risks and test solutions

Module 7: Control
- Develop Implementation & Control Plan
- Statistical Process Control
- Transition and project closure
- Financial evaluation & cost benefit analysis*

All Modules Delivered by:

Note: For further information on Project Certification, Co-Branded Corporate certification and Charter workshops, contact local office or email: info@ctrlx.in

* Topics covered in-depth in Black Belt Training.
Why Vishal Kapse?

- Facilitated Lean Six Sigma and process improvement training /workshops in 15+ countries
- Trained employees across all levels of organization
- Closely worked with C-level executives
- Developed & deployed process excellence strategies
- Executed large enterprise wide business transformation projects
- Worked with diverse teams across multiple geographies

Vishal Kapse is the Founder and Principal at CtrlX Global Services Pvt Ltd. All program, delivered by CtrlX will be led by Vishal Kapse and co-facilitated by a team of experienced trainers.

He is a seasoned Lean Six Sigma Master Black Belt and process improvement consultant. His 15 years of industry experience includes Training & consulting in the areas of Business Transformation, Lean Six Sigma deployment, Process reengineering and customer experience management.

He has a rich international hands-on experience and has led Six Sigma deployment and process improvement initiatives in North America, Europe, South East Asia, Middle East and Africa. He has coached, mentored and certified MBBs and BBs across the world. He has a unique ability to customize training curriculum and has developed best in class Six Sigma and Re-engineering training curriculum for some of the Fortune 100 companies.

He is a 'IASSC accredited Six Sigma Trainer', GE certified master facilitator' and a 'GE Certified Black Belt Trainer'. He has facilitated over a 100 Six Sigma & Process improvement courses across the world and has trained several Black Belts, Master Black Belts and Executive sponsors.

As a principal consultant he works with medium and large enterprises across various industries in the services sector. He helps companies develop & execute their business transformation strategies with particular emphasis on customer experience, process transformation and change management talent development.

Social: www.linkedin.com/in/vishalkapse
“Vishal Kapse is a versatile Change professional. He is a trainer par excellence and an astute project manager. He has conducted six sigma training across the globe and has an amazing ability to customize the trainings to cater to various cultures.”

Amit Chandekar - Senior Vice President - Citi Bank – New York - USA

I have worked closely with Vishal Kapse for the past 10 years. His command over Six Sigma & Operational excellence tools and their application in real life projects, as well as his passion and commitment to deliver top quality output are unparalleled."

AV Hari - Senior Vice President – HSBC – New York - USA

I have worked closely with Vishal Kapse for the “I have had the opportunity to work with Vishal for over 5 years. He is one of the best Quality practitioner and trainer I have come across. His knowledge of Lean & Six Sigma concepts and his ability to communicate them in a simple way are second to none. He is constantly able to maintain a big picture view without losing sight of the intricate details of a process. I have learned a lot from Vishal on making Six Sigma ‘real’ and sustainable for the organization.”

Manav Bhalla - Regional General Manager- Process Excellence - Maersk Line – Dubai - UAE

“Working with Vishal in developing the strategy to deploy six sigma in the organization was one of a kind experience. His knowledge is evident in the subject in theory when he was the MBB who gave us the 3 week six sigma BB course and in practice when guiding the GB & BB in managing their project.”

Ahmad Nasr – Head of Change Management-Aljazira – Saudi Arabia

“Vishal is one of the best technical Six Sigma trainers I have come across teaching what I consider to be a very demanding 4 week intensive Black Belt training programme. Equally Vishal shows the flexibility to engage Senior Champions, train and develop Green belts and deploy simple but effective LEAN programme.”

Lindsay Cullen – Head of Six Sigma – HSBC UK Bank – London - UK

“My Association with Vishal was for over a year and during this period I attended BB training delivered by him and I was deeply impressed with his Passion, Body of Knowledge and mastery on Jmp software. Vishal comes across as a very dedicated and inviting trainer which helps the BB candidates learn effectively and practice the tools learned. As Project Mentor he is equally fantastic.”

Sanjeev Kumar Mishra – Lead Consultant – WNS – India

And More.....