CtrlX LEAN SIX SIGMA TRAINING & CERTIFICATION
The Stepping Stone For Process Excellence
LEAN SIX SIGMA TRAINING AND CERTIFICATION

TRAINING DESIGN APPROACH

- Training is designed based on adult learning principles; the content strictly follows the “Tell – Show – Do model”
- Learning will be primarily based on case studies, classroom exercises and experience sharing
- Training focuses on conceptual knowledge and practical application of concepts
- Participants with a real-life project will have an opportunity to apply the learning in the class
- Balanced focus on technical tools and softer change management techniques
- Balanced focus on both data management & data analysis
- Hands-on practice on Statistical Discovery software (JMP)
- The training content meets existing international standards- ASQ & IASSC Book of Knowledge
- For corporate programs, emphasis on specific modules can be enhanced based on training needs assessment

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 mind set. 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 20+ countries and certifications from reputed global organizations, 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 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 customize 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
Aimed for: Ops managers, process analysts, Process consultants and project managers

Duration: 5 days / 35 hrs

Proposed class size: 18 – 22

Medium: Classroom / Remote

Course Fee: Contact Local Office

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

QUICK FACTS

• Focus on data management and intuitive visual exploratory analysis to identify quick solutions using JMP
• GB participants can advance to BB by only attending 5 additional days of training
• Lean Six Sigma tool book provided
• Virtual project support provided*
• Optional Minitab or Excel training available*

* Conditions Apply. For details contact local office or email: info@ctrlx.in

CTRLXADVANTAGE
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.
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.

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*

Our IASSC accreditation

* Topics covered in-depth in Black Belt Training
PRINCIPAL TRAINER PROFILE

**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 20+ 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 rich international hands-on experience and has led Six Sigma deployment and process improvement initiatives in more than 20 countries across 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 Lean 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.

Professional Qualification and Certification

- Post Graduate in Business Management, IMT Ghaziabad
- GE Certified Master Facilitator & Coach.
- GE Certified Six Sigma Black Belt and Lean Trainer.
- IASSC Accredited Lean Six Sigma Training Associate
- LEGO® SERIOUS PLAY® Certified Facilitator
- IDEO Certified Design Thinker
- Certified SAFe® 5 Program Consultant

Vishal Kapse  
GE Certified Black Belt Trainer  
Social: [www.linkedin.com/in/vishalkapse](http://www.linkedin.com/in/vishalkapse)
TESTIMONIALS FOR VISHAL

"I had a chance to observe Vishal during various Lean and Six Sigma trainings (different levels). He is an extraordinary communicator - he gets 100% attention from the participants using a lot of practical examples and stories from his own experience. He has a rare gift of making 40 hours training seem like an adventure. I can recommend Vishal as a great professional easy and fun to work with."

- Emilia Adamowicz
Global Continuous Improvement Manager, Novartis Switzerland

"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, Citibank New York

"Vishal in Hindi means Large/Great. Vishal Kapse is true to his name. Vishal has built a very credible reputation as a premier process excellence consultant over the last decade or so. In this period I have known him directly while he has been with HSBC and then founded CtrlX. Vishal is one of the most amazingly passionate process improvement/excellence trainer and consultant I have come across. While at HSBC he developed some cutting edge training programs which are still being used. He delivered these programs at several global centers and then also led projects which became benchmark for implementing an improvement project. Over the last several years he has also developed a passion for statistical analysis using JMP and he is among the best trainers on LSS and JMP in India surely. His interests in improvement are beyond Lean and Six Sigma and this is evident in his interest in creativity and innovation initiatives. He is also very competent on the psychological side of process excellence. Overall, Vishal is a complete package as a process excellence trainer and consultant."

- Anshuman Tiwari
Head of Process Re-engineering and Implementation, HSBC India

"Vishal is a remarkable trainer who is cut out for the job he is doing. The sessions conducted by him had great depth and his focus on ensuring that the concepts are understood is well appreciated. I would certainly recommend anyone who is interested to go through one of his session. The understanding of statistical concepts, post training, have significantly improved and I look forward to apply them in my day to day work."

- Animesh Anand
Vice President, SKS Microfinance Limited India

"Vishal is the encyclopedia of Black belt and change. But to be honest, possessing knowledge does not make him a good trainer. What makes him truly effective is his uncanny ability to translate complex knowledge into simple understandable chunks of information which makes you feel confident as a trainee that what you thought to be a monster earlier was simply a perception. He has the ability to make you believe in Six Sigma and his passion is very contagious. It was a privilege to know him and to hear from him for 14 days. Thank you Vishal!!"

- Nihal Unni
Assistant Vice President, Reengineering and Production Management, HSBC India

"I thought that the program was particularly so impactful for me because Vishal has managed to power pack the vast content in a seamless integrated and very logical manner. I particularly liked the rigorous focus and persistence in establishing illustration of concepts through real world examples."

- Radhe Shyam Adidam
Principal, Community Operations, Facebook India

And many more...