



September 5 - November 14, 2017

**Lean Six Sigma Green Belt
Certification Program for
the Service Industry**

This 10-week certification program is offered in a face-to-face format at Arizona State University, meeting twice per week, from 8:00 AM to 12:00 PM. The program will provide tactical Lean and Six Sigma tools to participants, allowing them to deploy breakthrough improvements at their departments.

This course is ideal for

ASU employees who perform or have an interest in: process improvement, organizational development, change management, and project management to improve services and operations throughout the university.

By attending, you will

join a community of practice comprised of university staff committed to service excellence through continuous operational improvement. Upon completion, you will receive a globally recognized certificate in Lean Six Sigma Green Belt from the Ira A Fulton Schools of Engineering.

**At the end of the course,
participants will be able to**

- Choose and implement Lean Six Sigma projects
- Develop value stream maps, and optimize process flows
- Choose metrics, establish a measurement system, and collect data for a given process
- Assess current and future state process and quantify the performance gap between them
- Apply data analysis tools and methods to understand processes, and the use of data in decision-making
- Use statistics for Six Sigma, including relationships between variables, correlation, and regression analysis
- Apply lean essentials to remove waste from a process
- Use Lean Six Sigma tools to close performance gaps, reduce process variation, and center performance on a target value
- Apply basic statistical process control methods to monitor process performance

“The professors were very knowledgeable and provided an excellent curriculum that accelerated the learning process... They really showed how you could apply what we were learning to a normal working environment, using examples that were very applicable to real world scenarios.”

**-Matthew Krull, student,
Lean Green Belt Certification**

ASU Ira A. Fulton Schools of
Engineering
Arizona State University

asuengineeringonline.com

Register for the upcoming LSSGB for Service today! asuengineeringonline.com/lssgb-2017