

# Six Sigma

## Six Sigma White Belt - 1/2 Day

Course Code: SIG101

This is the introductory overview of Six Sigma. When an organization implements a Six Sigma program the overall success depends on every employee being trained in the philosophy and culture to be realized. The White Belt course provides basic knowledge of the process; the participants may or may not be directly involved in the Six Sigma improvement projects.

### Learning Objectives

- Define continuous improvement
- Develop a process view of the business
- Hear the voice of the customer
- Explain the DMAIC improvement strategy
- Describe the project selection process
- List key business metrics
- Deploy the Six Sigma team
- Identify resource and training requirements

### Topics & Content

- Kaizen
- Flowcharting
- Voice of the Customer
- The DMAIC process
- Project selection criteria
- Measuring project success
- Tools and techniques

### Course Information

#### Duration

1/2 day instructor led  
or webinar

#### Audience

All employees working for  
companies implementing a  
Six Sigma program.

#### Accreditations

PMI: 3 PDUs

SHRM 3 PDCs

OPM: 3 CLPs

OPM Competency: Problem Solving



***“It was interesting  
to learn some new  
methods of problem  
solving.”***