

Job Aid: LEAN Six Sigma Green Belt Training

Issue LEAN Six Sigma is a powerful process improvement methodology. Part of its power is the combination of many effective tools.

I frequently received feedback that the sheer number of tools was overwhelming. I could see that it was creating frustration and confusion for the participants.

Solution I created a job aid that allowed students to make notes pertaining to the tools used in each step of the LEAN Six Sigma “DMAIC” process.

By making notes themselves, they were able to make it meaningful and understandable for future use on their projects.

See subsequent two pages for a copy of the job aid.

Results Following the addition of the job aid, I heard less “grumbling” and received positive feedback. Additionally, the participants performed better on their end-of-course assessments.

Classifications The table below lists three classifications for this work sample.

Learning Styles	Intelligences¹	Example of ²
Visual	Visual-Spatial	Creativity
		Responding to student feedback

¹ Intelligences refers to Gardner’s Multiple Intelligences.

² Reason(s) it was provided as a work sample

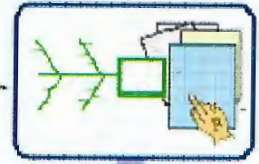
Analyze



EXAMINE PROCESS & DATA



YES



DEVELOP ROOT CAUSE HYPOTHESES



YES



Move to IMPROVE

Use appropriate Design/Redesign Analysis

If causes don't prove correct



INVESTIGATE & VERIFY ROOT CAUSE

Improve



GENERATE SOLUTION IDEAS

Brainstorming:
Channeling, Idea Box, Anti-Solution, Analogy, Musical Chairs, Chain Letter, Billboard

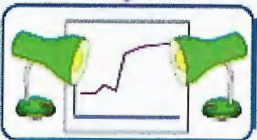


NARROW IDEAS & DEVELOP PROPOSED SOLUTIONS

If proposed solutions aren't viable

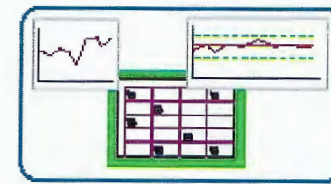


PLAN & TEST IMPROVEMENT SOLUTION

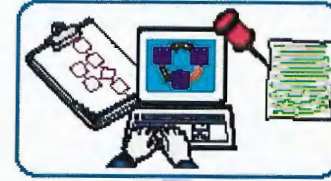


EVALUATE, REFINE & EXPAND SOLUTIONS

Control



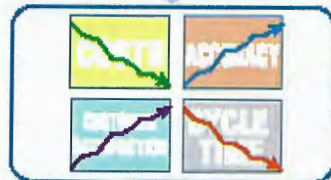
PLAN ONGOING MEASUREMENT



DEVELOP DOCUMENTATION

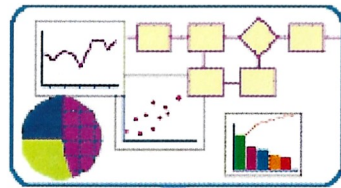


PREPARE REVISIONS & RESPONSE PLANS



MAINTAIN & EXPAND THE GAIN

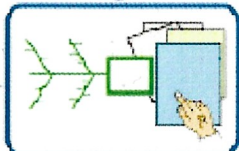
Analyze



EXAMINE PROCESS & DATA

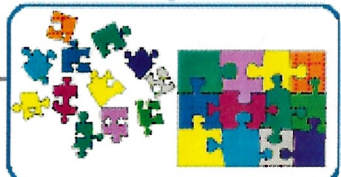


NO



DEVELOP ROOT CAUSE HYPOTHESES

If causes don't prove correct



INVESTIGATE & VERIFY ROOT CAUSE

Good for cycle time reduction projects
Deployment mapping (swimlanes)
VIA/VVA/VE Analysis
Pareto, histogram, box plot
main effects plot, run chart

Use appropriate Design/Redesign Analysis



NO

Move to IMPROVE

Fishbone

Scatter plots
Logical cause testing
Chi-square
Confidence test

Improve

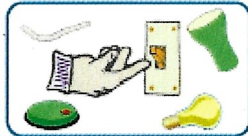


GENERATE SOLUTION IDEAS

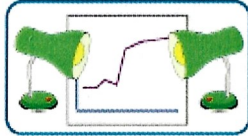


NARROW IDEAS & DEVELOP PROPOSED SOLUTIONS

If proposed solutions aren't viable



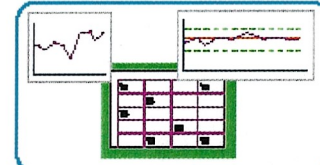
PLAN & TEST IMPROVEMENT SOLUTION



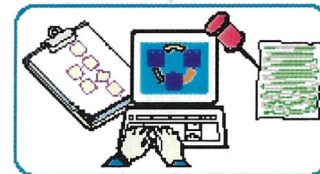
EVALUATE, REFINE & EXPAND SOLUTIONS

Brainstorming:
 Channeling, Idea
 Box, Anti Solution,
 Analogy, Musical
 Chairs, Chain Letter,
 Billboard

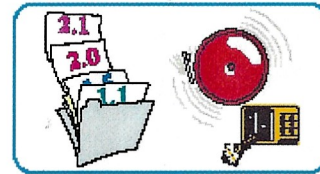
Control



PLAN ONGOING MEASUREMENT

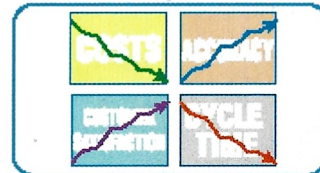


DEVELOP DOCUMENTATION



PREPARE REVISION & RESPONSE PLANS

FMEA Ctrl Phase
template → Response Plan
Revision plan



MAINTAIN & EXPAND THE GAIN