

Learning Objectives - Saskatoon Lean Six Sigma White Belt

The overall learning objective of this course is to help you understand how to leverage lean Six Sigma methodology in the role of improvement project team member and apply it in your own work environment.

After completing this course, you will:

- Understand what Lean and Six Sigma are, their respective contributions to improving performance, their interrelationship and how both fit within the DMAIC (Define-Measure-Analyze-Improve-Control) framework and structure.
- Know the defining characteristics of effective team leadership and how to apply these principles in practical ways.
- Understand why patient/client/resident customers must be the driving force for everything we do in providing for their care and employ two Lean Six Sigma (LSS) tools, affinity and tree diagrams, to meet their needs and preferences.
- Know why processes are the focus of improvement efforts, the seven different ways they can be understood and mapped and how to develop a SIPOC (Supplier-Input-Process-Output-Customer) process map.
- Be able to explain why measurement and understanding variation are essential to LSS methodology and be capable at developing graphical representations of process measure performance.
- Be able to explain and start applying five lean concepts - Visual Control, 5S, Continuous Flow, Error-Proofing, and Standardization – used in the Improve and Control phases of DMAIC.
- Be well-positioned to effectively move on to more demanding improvement roles and more advanced levels of knowledge and application.

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