

Business Improvement Training



2012 Course Brochure

For further information or to reserve a place, please contact

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Business Improvement Training for Every Level

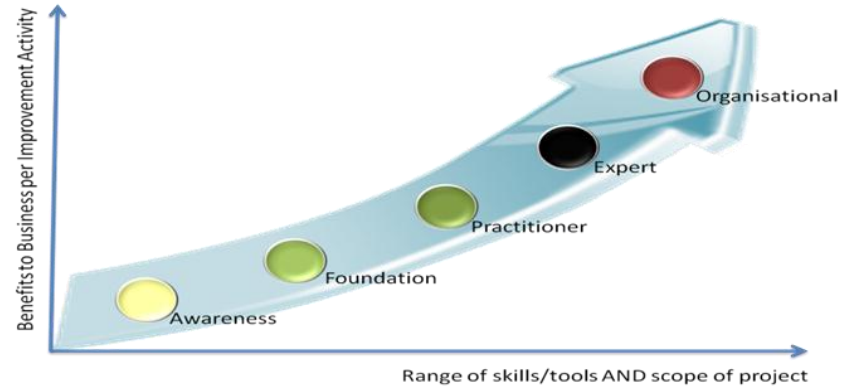
Our Business Improvement Training Courses have been developed to help you achieve success from the start in delivering improvement within your role and organisation.

We've combined our extensive experience in establishing and supporting wide reaching improvement programmes with top UK and International companies across multiple industry sectors to create a set of courses that integrate all components of business improvement into the core Lean Six Sigma method.

Our flexible approach allows you to choose the entry point that best suits your experience as well as follow a schedule that fits in with your needs. Each standalone week builds upon the previous to continually develop your knowledge, skills and practical abilities in business improvement.

We recognise that just learning improvement tools is rarely sufficient in creating effective improvement practitioners which is why we have embedded key elements that develop skills essential for increasing improvement activity success.

Companies we have worked with include:-



Awareness introduces basic aspects of improvement language and tools enabling you to take an active part in improvement activities and utilise specific tools in your role. Available to Organisations on request.

Week 1 Foundation for Green Belt covers the fundamentals of the Lean Six Sigma Define Measure Analyse Improve Control (DMAIC) approach enabling participants to take part and lead waste and defect reduction projects and initiatives.

Week 2 Practitioner/Green Belt provides additional data analysis and lean tools for participants to lead well scoped process improvement projects related to their regular job function or within their business unit.

Week 3 Expert/Black Belt provides advanced data analysis techniques to enable participants to tackle complex problem solving projects that require understanding of the relationships between multiple variables.

Week 4 Organisational is for selected Green Belts, Black Belts and Sponsors leading cross functional business improvement projects and programmes and provides a deep understanding of the organisational and change management issues and approaches. Our programme includes 2 days on-site support.

1. Foundation

- Project selection & developing a project charter
- Identifying Customers and their needs and applying to projects
- Project Management, communication & stakeholders
- Discovering processes using visualisation techniques
- Finding and removing process waste
- Collecting process data and using basic statistics and graphical analysis to understand process performance
- Problem solving tools to determine root cause



- Basic solution creation
- Reducing process risks
- Piloting & implementation
- Process handover
- Facilitation skills for group work

2. Practitioner/Green Belt

- Further process visualisation - value stream mapping
- Evaluating and improving measurement systems
- Understanding process performance and process stability
- Understanding variation in terms of precision and accuracy
- Inferential statistics and hypothesis testing
- Understanding the importance of sampling and determining sample size
- Using inferential statistics to evaluate the benefits of changes



- Making rapid improvements through Kaizen
- Using set up reduction, pull systems and production control to drive fast benefits to processes
- Developing control plans

3. Expert/Black Belt

- Using advanced statistical methods to determine relationships between process variables and process outputs to home in on specific improvements
- Handling non-normal data using non-parametric tools
- Using process optimisation tools to find solutions that can balance multiple output conditions and minimise the cost of change
- Advanced solution creation & selection tools
- Implementing more complex solutions
- Process handover
- Introduction to design for six sigma techniques to build efficient and high quality processes into a new process



4. Organisational

- Understand how change impacts us at the personal level and how managing change effectively can assist project delivery times and quality
- How to sell complex change to an organisation; negotiation skills; advanced cost benefit creation
- How to transfer or replicate a process across different teams/organisations/geographic boundaries
- Performing detailed data analysis using data mining and analytic techniques
- Understanding the IT interface when developing IT related solutions to business process improvements
- Process Management techniques
- Simulation techniques



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2012 Schedule and Pricing

Course	Price	Duration	Dates	Location
Foundation	£1,250	1 week	July 9 th – 13 th	Bristol
Foundation	£1,250	1 week	Sept 10 th – 14 th	Bristol
Foundation	£1,250	1 week	Sept 10 th – 14 th	Manchester
Practitioner/Green Belt	£1,250	1 week	Oct 15 th – 19 th	Bristol
Expert/Black Belt	£1,250	1 week	Nov 12 th – 16 th	Bristol
Organisational	£2,850	1 week*	Dec 10 th – 14 th	Bristol

A laptop is essential for the course and Minitab Statistical Software is recommended and used throughout the course.

Price includes electronic course materials, lunch and tea/coffee each day and for Black Belt trainees reasonable remote support via email or phone for the first project. *Organisational includes two days on-site project support. VAT will be charged at the prevailing rate.

Certification for Green Belt requires completion of Foundation and Practitioner courses plus one improvement project. Certification for Black Belt requires completion of Foundation, Practitioner and Expert courses plus two improvement projects. Alternatively we can offer British Quality Foundation (BQF) certification for both Green and Black Belt level for an additional fee.

Feedback on our training

"You were instrumental in kick-starting our European Six Sigma program by providing excellent training for our initial Black Belt classes"

"The course gave me a better business perspective on the understanding of removing waste from our current process resulting in cost savings by using the tools learned in this course"

"Well delivered and enjoyable – a great mix of workshop/taught content – simulation is a great example to show how to understand and apply"

"You provided valuable mentorship for two Black Belt projects that I completed successfully with impressive results within the National Health Service. Your knowledge and expertise was exceptional being able to apply the methodology to a services environment."

Training Performance

All Scores 1-10 where 1=not at all, 10=completely

