



**DEFECTS
 DEFICIENCIES
 REJECTS
 ERRORS
 FLAWS**

ACCELERATED SIX SIGMA GREEN BELT

Process Management and Organizational Improvement

There is intense competition in the business space due to the increasing crisis visible in every industry, coupled with the need to offer the best quality at the least costs. Moving towards zero defects is no longer a choice but the only way forward— this can be done by using Six Sigma principles and achieving high levels of performance. With the current time constraints and resource crunch, doing away with a full length program is difficult for organizations; so accelerated learning is the best path to follow.

This 3-day program is a hands-on workshop that will help you understand the concepts behind the Six Sigma Methodology and its relevance to both transactional and production settings covering major metrics including Customer Satisfaction, Productivity and Product Quality, Service Levels etc. Key insights on process improvement tools and techniques relevant to the different phases of six sigma implementation shall be covered through individual / group project cases. A structured roadmap for project implementation shall be discussed during the program with due assistance on a one-on-one basis. Additional reading materials & exercises will be provided at the end of the day for homework.



JAN 20-21 & 27-28, 2018



4 DAYS



HO CHI MINH CITY

Learning Objectives

At the end of the program, participants are expected to:

- Gain comprehensive knowledge of the Six Sigma methodology through a practical results-oriented approach and the key tools and techniques applicable to BPO operations;
- Gain insights and come up with projects addressing specific problem areas and implement the concept on the chosen areas to identify and achieve improvement;
- Appreciate and implement an organizational quality culture for organizational performance excellence;
- Create personal motivation through official recognition and rewarding of personnel with Green Belt Certifications based on projects;
- Work with Black Belts and guide Yellow Belts on project implementation and improvement.

Benefits

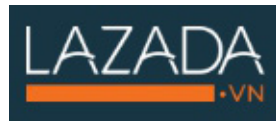
- Requires less time for turnaround, maintaining the operations of your workforce;
- Reduces cost for talent, skills and leadership development;
- Offsets the need and costs to recruit certified professionals that are in demand;
- Enhances the current level of experience and competency in your organization;
- Provides participants with certification in a framework regarded as a global best practice giving them significant opportunities for career advancement.

Target Audience

- QA Professionals and Team Leaders
- Process Improvement Team Members
- Operational Managers and Survivors
- Six Sigma Team Members
- Department Heads



Key Clients



Agenda

Day

Topics

Prerequisites

Program Overview

Introduction to Six Sigma

- Basic Concepts
- Importance & Benefits

DMAIC Methodology Overview

Define Phase

- Process Basics
- Project Definition Basics & Concepts
- Project & Team Charter
- Communication protocol
- Voice of the Customer
- Translating customer needs to specific requirements

Measure Phase

- Basics of process measurement
- Data collection – Basics, Concepts & Tools
- Data analysis
- Statistics theory
- Introduction to Minitab
- Identifying Patterns – Time dependent & time independent
- Process Analysis – Control & Capability
- Sigma calculations

Analyze Phase

- Data & Process Analysis
- Data Segmentation & Stratification
- Analysis Tools
- Root cause identification
- Problem Solving Basics

- Applicability of techniques
- Project team validation
- Project Discussion (1 on 1 with trainer)

Improve Phase

- Facilitation Skills and Decision Making Basics
- Seeking the solutions
- Brainstorming
- Generating ideas and selecting solutions
- FMEA
- Mistake – Proofing
- Design of Experiments
- Solution implementation
- Project Discussion (1 on 1 with trainer)

Control Phase

- Process performance measurement & review
- KPIs and measurement criteria
- Monitoring and Control
- Documentation & Communication
- Developing Process control plan

Short project presentation and lessons learned

Examination

- Attendees should be team members in six sigma projects
- Familiarity with quality tools is mandatory
- Involved in quality improvement projects

Green Belt Certification Requirements

- Completion of Accelerated Six Sigma Green Belt Training **with 100% attendance.**
- Successful completion of the **Exam on the last day** of the training.
- Completion of **1 Six Sigma project** with reports to be submitted & approved by APEX Global Expert Council.

Each Green Belt candidate will be given a **validity period of 6 months** from completion of the training to complete 1 Six Sigma project for certification

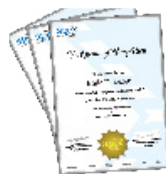
Materials



TRAINING MANUAL



QUICK REFERENCE POSTER



CERTIFICATE



SOFT COPY DOWNLOAD



QUICK REFERENCE CARD



Trainer's Profile



Mr. Raavi Narasimham is a Warwick University Certified Six Sigma Trainer and has trained over 500 professionals on Six Sigma, Yellow Belt, Green Belt, Black Belt and Lean methodologies. He is also a Certified Master Black Belt under the Indian Statistical Institute and ASQ Black Belt Certification. He also holds several certifications such as SSA Certified Process Reengineering Professional, PMI Project Management Professional Certificate, Prince2 Foundation and Practitioner, IBM Certified Lean Coach Certification, IBM Certified Internal Auditor and IBM Corporate Certified Universal Coach.

With over 10 years of experience in the Business Process Management field, he has helped numerous businesses across multiple industries grow and complete projects resulting in multi-million savings contributing directly to the top and bottom line of the organization. As the Operational Excellence Leader of several organizations, Mr. Raavi has a vast experience in the successful deployment of Quality Management Systems and Business Process Management Systems. The trainer is also an expert at leveraging the power of data and digital innovation that drives integrated solutions to business improvements, crafting successful strategies and execution solutions that deliver high impact economic value and sustainability and has is skilled in the fields of Process Reengineering, Workflow Solutions, Waste Elimination, Process Improvement, Risk Assessment, Internal Auditing, Coaching and Mentoring, Production Management and technical expertise in Statistical Packages, Minitab, JMP and GRAFX.

Training Highlights

Expert Facilitator

The program is facilitated by one of our leading consultants with years of experience in consulting and training in various industries, thus, giving the participants the advantage to tap on his extensive experience to solve practical problems in their current environment.

Interactive Learning

From face-to-face interaction to modules and workbooks, the training is an instructor-led course with a combination of presentation modules and interactive sessions with participants, allowing mindshare to proactively address specific needs and issues in their own environment.

Up-to-date Information

Provides the latest updates on best practices from industries across the globe with case studies and practical information acquired from the training and resources of our trainer.

Training Package

We provide high quality and well-researched training materials to make learning a meaningful experience for the participants. The training aids we provide to our participants are used as a quick reference resource for future use.

About APEX Global

APEX Global (The Academy for Professional excellence) is the learning solutions arm of ECCI—the leading process improvement solutions provider in Southeast Asia. Our sole aim is to promote performance excellence among professionals. We help our customers achieve greater success through effective, experiential and results-oriented training delivery. Our professional development solutions cover Trainings and Conferences, Managed Services and Learning on Demand. We organize public trainings and in-house workshops tailored for specific organizations. We help companies manage their non-core yet critical training function through end-to-end training management - starting from planning and needs analysis to program evaluation and records management. The Learning on Demand products we offer provide convenient and innovative ways for learning.

Applying the experience of training over 100,000 professionals in the last decade, a strong pool of expert trainers and facilitators with expertise in a niche array of domains and a strong regional presence, we provide an extensive portfolio of high-quality industry specific and functional programs coupled with high quality training materials to deliver our ultimate “promise”—the R.E.A.L. learning experience.





FEE STRUCTURE

Please highlight the registration type applicable to you

REGISTRATION TYPE	REGULAR (Registration received before January 20, 2018)	EARLY BIRD (Registration received on or before December 30, 2017)
Per Participant	<input type="checkbox"/> 17,000,000 VND + 10% VAT	<input type="checkbox"/> 16,100,000 VND + 10% VAT
Group of 4	<input type="checkbox"/> 15,600,000 VND + 10% VAT	
Personal Sponsorship	<input type="checkbox"/> 16,100,000 VND + 10% VAT	

PARTICIPANT(S) PARTICULARS

	Participant 1	Participant 2	Participant 3	Participant 4
Full Name				
Job Title				
Contact Numbers	(O) (M)	(O) (M)	(O) (M)	(O) (M)
Email Address				
Food Restriction	<input type="checkbox"/> No restriction <input type="checkbox"/> Vegetarian <input type="checkbox"/> Diabetic <input type="checkbox"/> Others, pls. specify: _____	<input type="checkbox"/> No restriction <input type="checkbox"/> Vegetarian <input type="checkbox"/> Diabetic <input type="checkbox"/> Others, pls. specify: _____	<input type="checkbox"/> No restriction <input type="checkbox"/> Vegetarian <input type="checkbox"/> Diabetic <input type="checkbox"/> Others, pls. specify: _____	<input type="checkbox"/> No restriction <input type="checkbox"/> Vegetarian <input type="checkbox"/> Diabetic <input type="checkbox"/> Others, pls. specify: _____

BILLING DETAILS

Company Name		Billing Contact Person	
Company TIN		Job Title	
Billing Address		Email Address	
VAT Exempt	<input type="checkbox"/> Yes <input type="checkbox"/> No <i>*If your company is VAT exempt, please send a copy of official document relating the tax exemption</i>	Contact Numbers	(O) (M)

PAYMENT METHODS

Cash
 Cheque
 Bank Transfer

For Cheque and Bank Transfers:

Account Name : CÔNG TY TNHH TƯ VẤN ƯU VIỆT QUỐC TẾ
 Account Number : 007-1000-593050
 Name of Bank : Ngân Hàng Thương Mại Cổ phần Ngoại Thương Việt Nam - Vietcombank
 Branch Name : Hồ Chí Minh Branch
 Swift Code : BFTVNVX
 Address of Bank : VBB Tower, 5 Me Linh Square, District 1, HCMC

I have read and understood the stated terms and conditions.

Name of Authorizing Person : _____ Date : _____

Designation / Department : _____ Signature : _____

THIS FORM IS INVALID WITHOUT THE AUTHORIZING SIGNATURE.

Contact Information

For VAT Invoice: Head office: No. 2, Hoa Phuong St., Ward 2, Phu Nhuan District, Ho Chi Minh City, Vietnam
 Telephone Number : (028) 6263 3303 loc. 107
 Mobile: : (+84) 901 43 23 13
 Fax Number : (028) 6292 3073
 Email : vn.training@eccinternational.com
For contact: ECCI Room, 390 Hoang Van Thu St., Ward 4, Tan Binh Dist., Ho Chi Minh City, Vietnam

TERMS AND CONDITIONS

ECCI CANCELLATION, POSTPONEMENT AND SUBSTITUTION POLICY:

ECC International Corporation (ECCI) reserves the right to make any amendments in its program venue, scheduled dates, or to cancel the program due to unforeseen circumstances without any prior notice, but all measures will be taken to reach the participants. ECCI shall assume no liability whatsoever in the event that a program is cancelled, rescheduled or postponed due to fortuitous event, Act of God, unforeseen occurrence not limited to: war, fire, labor strike, extreme weather or other emergency conditions. Please note that while speaker and topic were confirmed at the time of publishing, circumstances beyond the control of the organizer may necessitate substitutions, alterations or cancellations of the speakers and/or topics. As such, ECCI reserves the right to alter or modify the advertised speakers and/or topics if necessary without any liability to you whatsoever.

Cancellation of program registration should be received in writing from the participant not less than eight (8) working days prior to the commencement of the program. The registered delegate is entitled to receive 100% credit to the next scheduled program or attend any ECCI programs with equivalent monetary value. The credit must be utilized within one (1) year from the date of its issuance. Cancellation requests made in less than eight (8) working days prior to the commencement of the program will not be eligible for credit and the paid amount is forfeited in favor of ECCI.

PAYMENTS & DISCOUNTS

All fees are subject to prevailing taxes. Any discount (Early Bird, Group & any other special promotions) offered by Apex Global can be availed if the payment is made within the promo period. Payments made after the scheduled training date will not be eligible for any discounts offered previously and will merit a 5% late payment surcharge.

PRIVACY & DATA PROTECTION

The participant hereby grants ECCI permission to take photographs and videos during the training or event they are participating in, with the understanding that these photographs, audio or video recordings may be edited, copied, exhibited, published or distributed through the internet for marketing purposes.

Personal Data is gathered in accordance with the E-commerce Act 2000. You may also receive updates and promotional event notifications from ECCI on other related trainings and events.

I have also read and accepted ECCI's terms and conditions.

I confirm that my organization is sponsoring me for the program indicated in this application form.

Participants Signature : _____ Date : _____

***TO BE FILLED BY AN ECCI REPRESENTATIVE**

Total Amount:

BDE: