



Integrated
Consulting
Group

Your Partner in Change.

Lean Six Sigma Black Belt - **ONLINE**

2021

International training offer from ICG

LEAN SIX SIGMA BLACK BELT



Black Belt training provides the broadest overview about process improvement techniques and skills within Lean Six Sigma approach. After the training participants are able to lead very complex projects focusing on increase productivity, reduce defects and shorten time. All tools and techniques are discussed in great detail. An enormous emphasis is placed on practicing data analysis, process analysis and statistical process control tools (by means of simulation and Minitab applications). Black Belt must be a top facilitator, which is why great attention and practical exercises are devoted to this role, as well as to the part of focusing on communication with key managers, process “stakeholders” and on techniques for change implementation and management. The training is completed with certification and the granting of a LSS Black Belt diploma.

Facts about the training

- 13 module training (extension to Green Belt). Theoretical part focused on understanding the DMAIC cycle.
- Using virtual world applications: Miro, Menti, Zoom, Noteshef, Visual Paradigma.
- The practical part contains digital simulation, real exercises on selected processes in the online environment
- Practical examples of projects and case studies of already completed projects are part of the training.
- Final test - Black Belt, 80 questions
- Certification and online coaching included!

You will learn to:

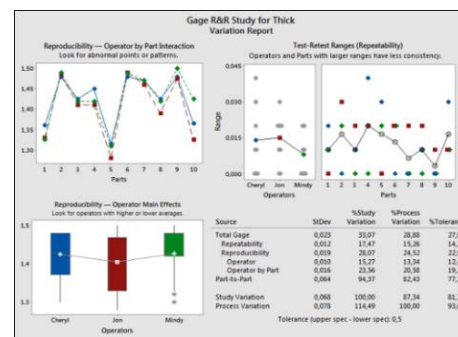
- Manage large process improvement projects.
- Deploy process improvement into organizations.
- Carry out process audit – looking for the opportunities.
- Create, lead and motivate a dedicated project team.
- Analyze collected data and identify key root causes of problems by complex statistical tools.
- Suggest the best solution, proceed with the pilot and implementation of process improvements.
- Evaluate financial benefits of the project.
- Combine approach DMAIC, DFSS and KAIZEN

BLACK BELT ONLINE – BASIC OVERVIEW



Black Belt Online

- **13 intensive modules (8:30-13:00)**
- Course intensity: Shorter modules (4,5 hours + individual work + coaching / individual work with a lecturer)
- 2 experienced Master Black Belts as trainers
- Up to 12 participants
- 4 professional digital platforms for online training and collaboration
- Materials and outcomes in electronic format
- Finished by international certification LSS Black Belt

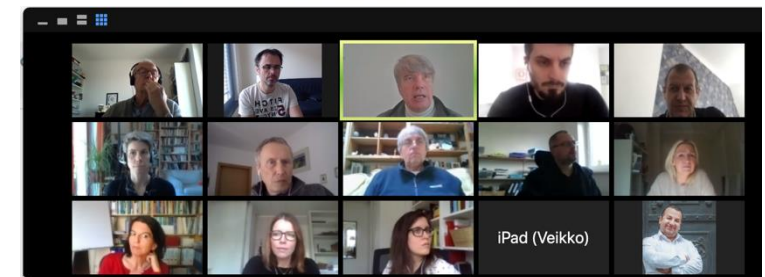


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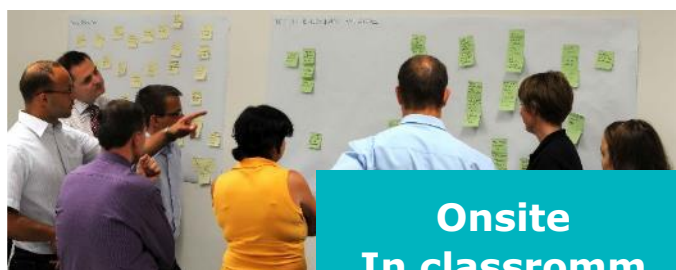
BLACK BELT ONLINE – HOW WE RUN IT



- The entire course is conducted online using professional digital platforms. **Experienced Master Black Belts** provide “live” presentation, moderate virtual workshops, conduct simulations throughout the course.
- The specificity of the online course is to keep focus and attention and provide the same quality of information, but even **more intensively**. Still we have:
 - Online test questions
 - Digital materials with the possibility of making notes
 - Possibility of afternoon consultation and review
 - Individual virtual coaching and preparation of assignments is part of the course
 - Final certification test (online)
- Maintaining the basic pillars: Simulation game, team work (virtual), individual exercises, explanation with electronic white-board (ipad), online test questions and test and certification itself
- This model provides teaching **without travel costs** and full-time absence from work
- Everything is based on the use of new digital tools ZOOM, Menti, Miro and Odoo platform
- The possibility of discussions in real time is preserved using virtual mini-workshops thanks to digital applications – breakout rooms



ONLINE – SAME CONTENT WITH HIGH PRACTICALITY



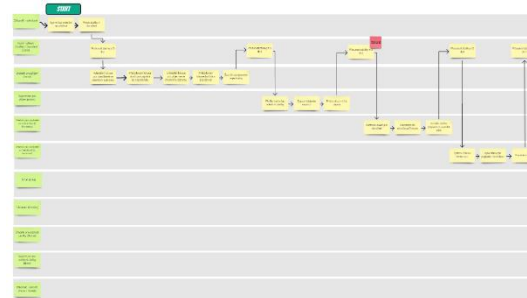
**Onsite
In classromm**

ZNAPUJTE IN-LEVEL PROCES				
S	I	P	O	C
zákazník	objednávku	doručit zásilku	doručená zásilka	Zákazník
	instrukce /Wi	Kodování lokaci (1,2)	faktura (cena, počet)	účtárna
manager	zaškolení	Nacení zásilku (104)	Finální report	manager
	ceník	Připrava faktury		
	internet	Označit zásilku		
		Donutit zásilku		



Online

OPERA					
3	4	2	2	8	1
tréninkový tým (z pohledu kapacit)	konkrétní technický a know how (soft skills) background	Podpora vedení (MT)	Získání si potřeb pro IT řešení	konkrétní znalosti a dovednosti v oblasti IT	konkrétní znalosti a dovednosti v oblasti IT
	Znal metodiku	Průběžné a správné je používat	získání podporu vedení v dostatečné úrovni	Marketing – předání prvním klientům	první plán akcí a realizace
					Celobankovní

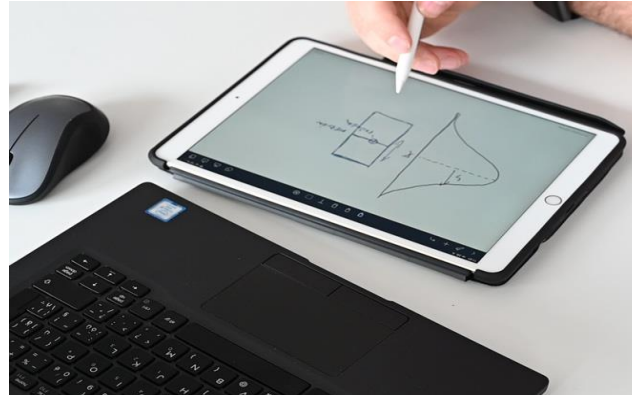


ONLINE TRAINING FROM ICG

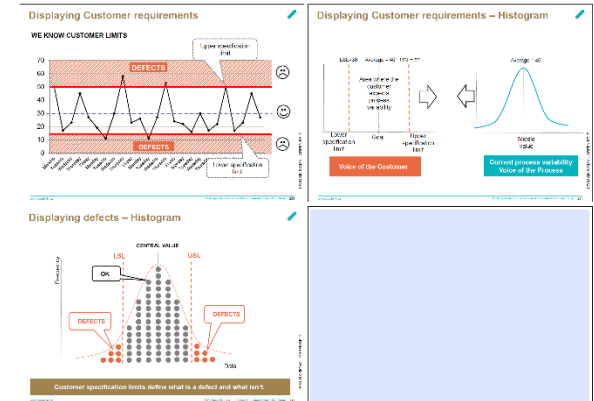
OUR APPROACHES HOW TO TRANSFER ALL INFORMATION TOWARDS CUSTOMER



We always share the screen with presentation or SW outcomes



For explanation, we use a tablet - the participant immediately has the output after



Electronic handouts and presentations available on our portal

odoo



The ability to share a participant's screen

Possibility to discuss with the trainer directly or via chat



The participant will receive electronic materials with the possibility of notes in electronic form (Adobe forms)

COMPARISON OF TWO TYPES OF TRAININGS



Activities	Black Belt „in class”	Black Belt „online“
Personal presentation	YES	NO
Multi-channel discussion (chat, call, video call)	NO	YES
Final certification and preparation	YES	YES
Tools simulation	YES	YES
Workshop – group work	YES	YES
Test questions	YES	YES
Complete photo documentation of outputs from partial exercises	YES (photo documentation)	YES (digitally)
Possibility to rent a PC with statistical SW from ICG	YES	NO
Templates, case studies, presentations	YES	YES
Individual online support for each participant after the course	10 hrs.	10 hrs.
Certification	YES	YES
Support with opportunity selection (Project)	YES	YES
Chance to use modern digital tools and platforms	NO	YES

VIDEO: HOW WE WORK ONLINE



We use professional simulations

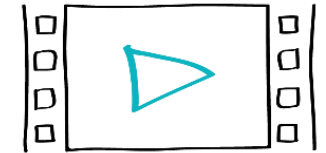
We own a total of 4 robust simulations, 2 of which were developed directly in ICG. For online training we have a brand-new online simulation, which we will use during our training.

During several team and separate virtual exercises, participants define the problem of the process, map the process, analyze the root causes and propose improvements, which they then apply to the design in the last round. We realize everything in MIRO application.

We simulate real situations and **solve them practically!**



LOOK AT OUR
VIDEOS HOW WE
WORK!



Click on images to watch videos.
Don't forget to turn on subtitles.





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Digital tools and platforms

The use of digital platforms increase the practicality
of the training

MIRO

We use heavily

Miro is an online **collaborative whiteboard** that enables distributed teams to work together as if they are in the same room.

We have developed over 20 templates for our trainings and before the training we invite participants to our Boards.

Then we create, collaborate, brainstorm, decide ..all together as one team



Great tool to get your inputs

What is your key or very specific expectation from the training?

Learn techniques for better project management.

Manage projects/processes in professional way

Gain new knowledge, proven certification

Become more efficient and productive on problem solving and bribing effectiveness

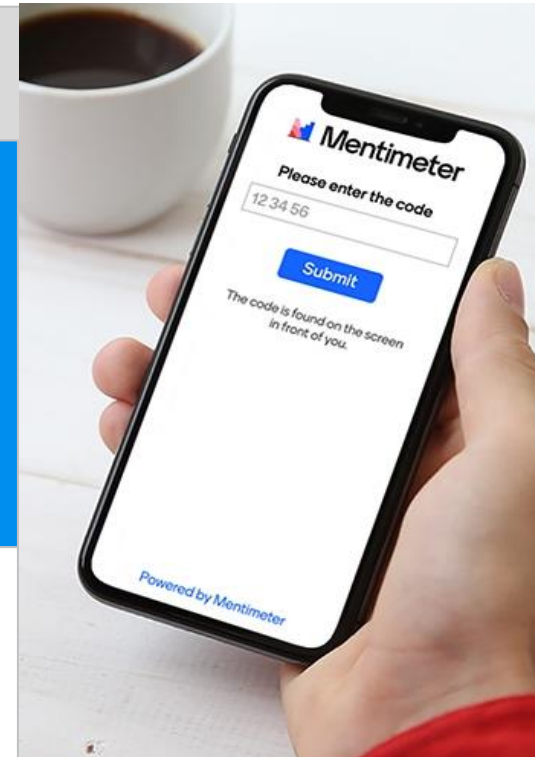
New tools for processes / analysisEffectiveness in processes

Improve technics/methodology how to revise, improve and implement our processes

Understand SixSigma more deeply. How to use my consulting work.



1. We start every training or workshop by several questions in Menti. It will create good working mood.
2. During training we use Menti for brainstorming, evaluation of ideas or scaling statements and for test exams.
3. At the end of training we will collect feedback and new impulses for next day.



MENTI – App to get real-time input from participants with ideas, quizzes, word clouds, Q&As and more ...

Menti platform is powerful yet easy-to-use with features that enable you to prepare, present and analyze presentations.

How many defects have process working on 6 sigma?



Not important - not need it

Focus on speed - produce and deliver faster

6.6

Focus on quality and defects elimination

7.6

Focus on costs / productivity

8.8

Focus on design new stuff and innovation

7.9

Just work as today / no extra challenges and opportunities

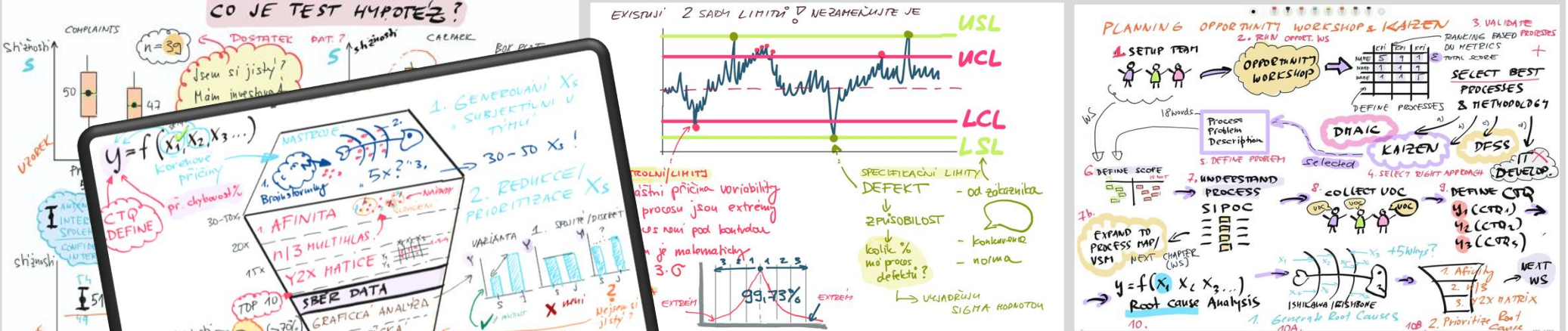
2.9

Very important and needed

Participants operates Menti via phone – results we share with all.

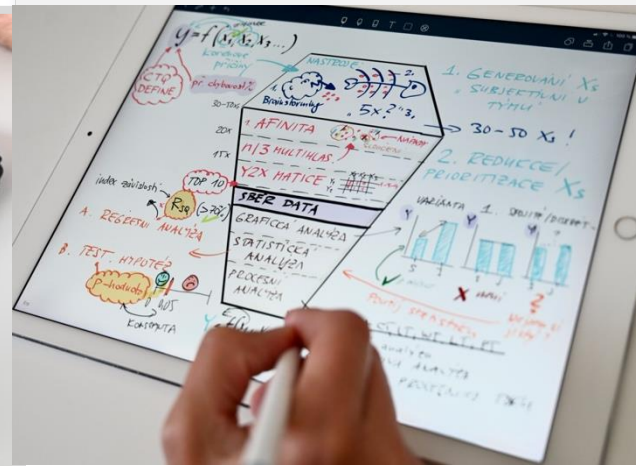
Jak hodnotíte druhý den školení? (ROTI - Return Of Time Invested)





Tablet

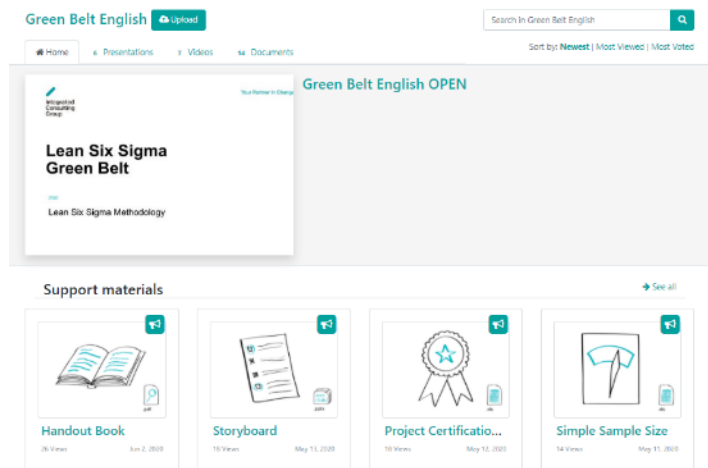
The use of flipcharts and whiteboards is typical for classroom training. We can't use them in the virtual world. But there's a great support device - an iPad (tablet) with a pen. We draw pictures that explain the topics exactly how we do it during workplace workouts. Benefit? We can immediately share images with participants.





Make an
impact.

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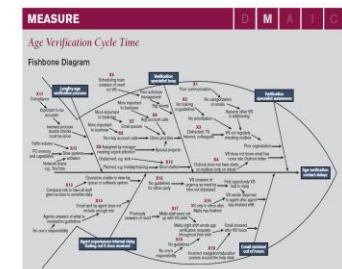
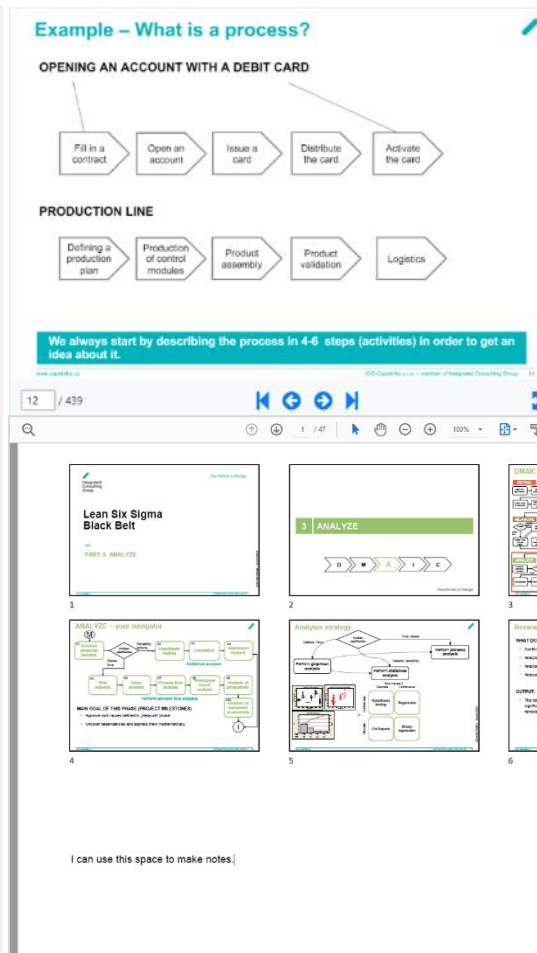


Odoo Portal

Every attendee of the training has access to our unique Portal.
Portal is an environment where we store presentations, videos, articles, supporting materials.

Training materials

- Training material with all the phases of DMAIC cycle, including practical exercises on the end of each chapter - can be viewed directly in Odoo Portal.
- Handout material with possibility to make notes right away or print.
- Documentation of all outputs from practical exercises and simulation.
- Complete Minitab or Sigma XL software guide, there are detailed instructions for work with this software.
- Complete case study - Lean Six Sigma project.
- Insights – statistics, benchmarks from books (tools, introduction of LSS into the organization).
- Comprehensive project templates.
- Up-to-date information - we create new version every year.



an order, or make a note in the customer's account that the age could not be verified. A specialist then notifies the help desk agent, who in turn contacts the customer with the information.

Despite the specialist effort, customers complained that they experienced a longer delay before their verification queries were resolved. Some of the complaints included:

- "My query couldn't be handled in the operator premises and I had to wait for a specialist."
- "The operator was not much help in how to verify my account."
- "I had my ID three days ago, why is my account still closed? I want to be on a race today!"

Across Ireland, when the company advertised that customers will receive a reply to their query within 4 hours, from October 2008 to April 2009, the company received 1,452 verification queries, only 39 percent received a response within the service level agreement (SLA) time. The average internal response time between verification specialist and help desk agent was 9 hours and 21 minutes and the average time for the customer to receive a response to their query was 14 hours - 20 percent longer than the SLA.

After creating a high-level process map, the team used a SIPOC (Suppliers, inputs, process, outputs, customers) diagram to clearly define the individual steps of the process.

The SIPOC also was used to define the following critical-to-quality characteristics (CTQs) for the end-to-end process:

- Accurate and complete resolution of issue in accordance with the published SLA
- Customer receives acknowledgment of email
- Customer performance of solution
- Verification specialist and help desk agents understand and adhere to procedures

Financially, the customer impact was difficult to quantify as it required making assumptions about what customers would have done if they had been age-verified more quickly. To assess this, a random sample of customers handled by the verification specialists in the baseline period was contacted to determine how long after verification they placed a bet, and what event, game or product they bet on next.

This analysis showed that 46 percent of customers contacting the help desk for verification could reasonably be assumed to bet immediately, and the annual internal revenue generated by the help desk for verification could reasonably be assumed to be estimated £26,300 value based on reducing the average internal verification response time by 17 percent from 9 hours and 21 minutes to the SLA of 4 hours.

MEASURE
Using the seven months of historical cycle time data collected in the Define phase, the team conducted normality tests

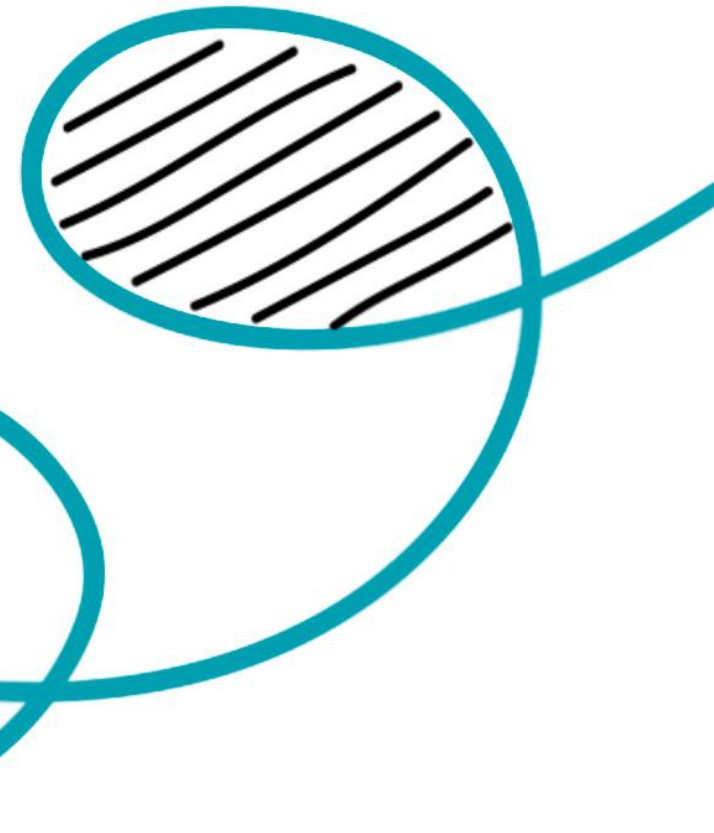


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