



Integrated
Consulting
Group

Your Partner in Change.

Lean Six Sigma Green Belt – **ONLINE**

International training offer from ICG

LEAN SIX SIGMA GREEN BELT



Lean Six Sigma Green Belt training provides knowledge of the Lean and Six Sigma methodology for process improvement. After completing this course, the participants are able to manage medium-large process projects. Within training we will present to participants with all the stages of a DMAIC cycle (a structured approach for managing projects in 5 phases). We focus on the practicing of key tools from each of these stages. A simulation game, case studies and practical exercises guarantee understanding of the individual tools and their follow-up use.

In addition, we present approaches of process management, strategic models of how to correctly and quickly implement the improvement of processes. Emphasis is also put on working with a team and communication.

Training includes:

- Methodology and virtual simulations, practical applications and show cases) plus coaching after the training.
- Training **fully online**
- Practical part (online Simulation game) where all tools are practically tested (we use MIRO for simulating real environment)
- Final test and preparation for certification
- Practical experience and testing of software Sigma XL and Minitab
- Online coaching after the training – preparation for project delivery and certification.

You will learn to:

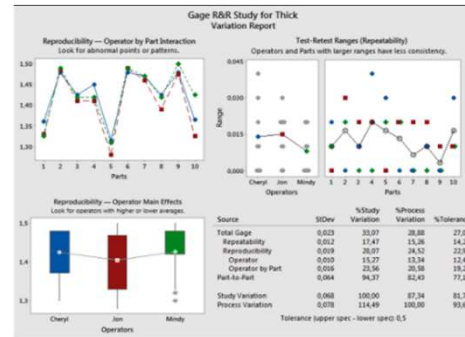
- Lead Lean Six Sigma process improvement projects by DMAIC methodology
- Define the scope of your project and map processes
- Measure process performance
- Analyze processes using data, graphical and process analysis
- Provide analysis by using statistic software
- Generate solution and implement them
- Measure quality, customer satisfaction and process performance

GREEN BELT ONLINE – BASIC OVERVIEW



Green Belt Online

- **8 x intensive modules (8:30-13:00 or 13:00-17:30).**
- 4 professional digital platforms for online training and collaboration
- Materials and outcomes in electronic format
- Finished by international certification LSS Green Belt
- Coaching still included

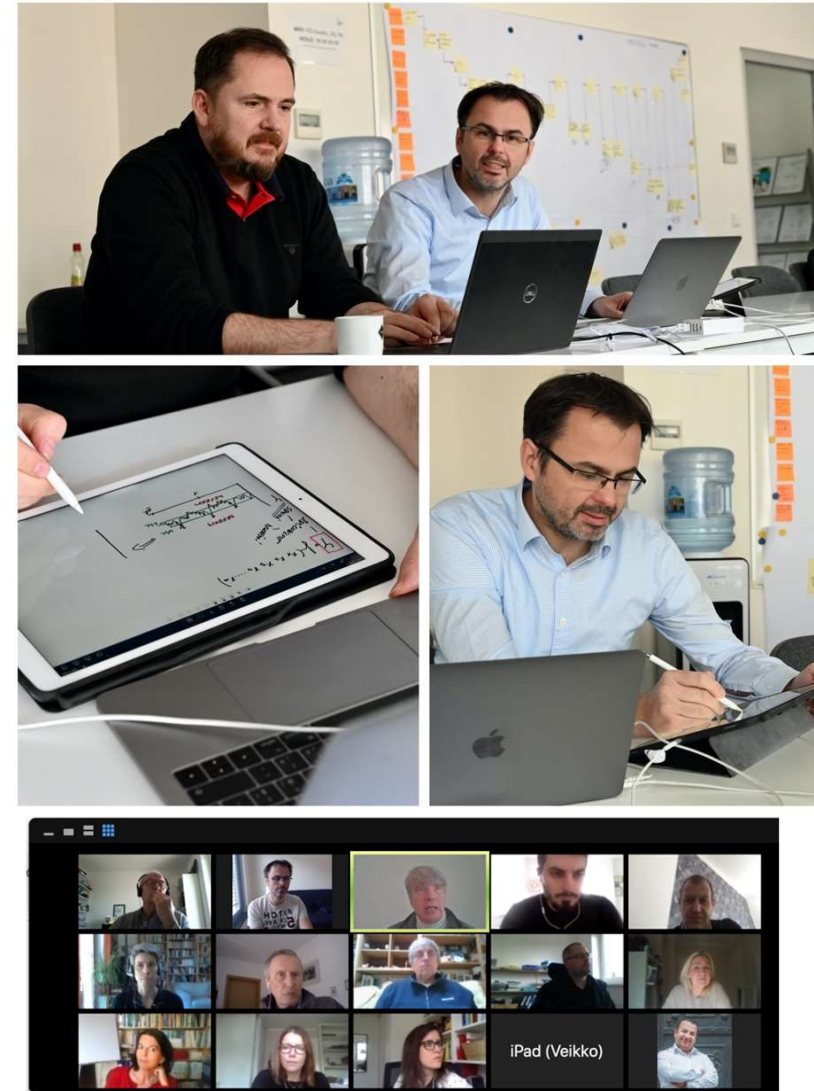


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GREEN BELT ONLINE – HOW WE RUN IT



- 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:
 - Possibility of afternoon consultation (individual)
 - Individual virtual coaching and preparation for certification is part of the course
 - Final certification test (online)
- Maintaining the basic pillars from Standard course: 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



ONLINE – SAME CONTENT WITH HIGH PRACTICALITY

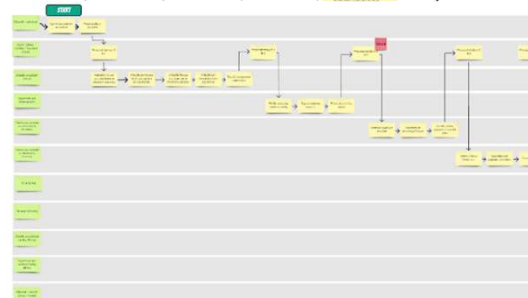


**Onsite
In classromm**

ZMAPUJE IN-LEVEL PROCESS				
S	I	P	O	C
zákazník	objednávku	doručit zásilku	doručená zásilka	Zákazník
	instrukce ZWI	Kodování lokací (1,2)	faktura (cena, počet)	účetárna
manager	zaškolení	Nacitání zásilku (106)	Finální report	manager
	ceník	Připrava faktury		
	internet	Označit zásilku		
		Doružit zásilku		



UPERA					
3	4	2	2	8	1
náhodná volba speciálního týmu (z pohledu kapacity)	kvalitní techniky a know-how (soft skills) background	Podpora vedení (MT)	Zjištění si potřeb - proč Pi chceme	náhodná záměrnost a kvalita na vyžádání a k implementaci plán	náhodná náhodnost souhlasu a obecně kaskáda bylo na dem. úspěšné
Znal metodiku Pinnalanga a spekeri je používá	certifik podporu vedení - 11 desítkami prvních desítkami kapacity		Marketing - zvidňovat přínos a přínosy - tohohle pro banku	plán plán záměrně a náhodně k implementaci jako jednot. kaskáda	Celobankovní

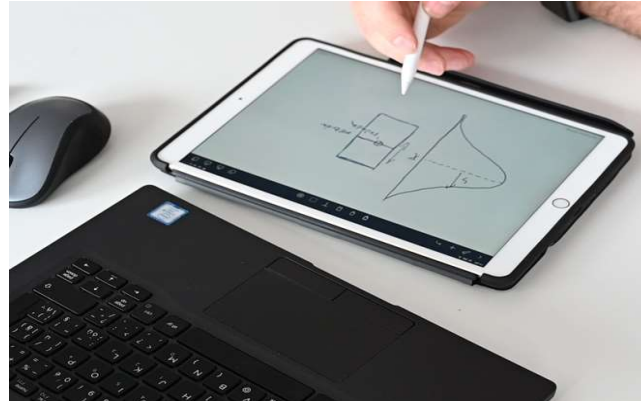


ONLINE TRAINING FROM ICG

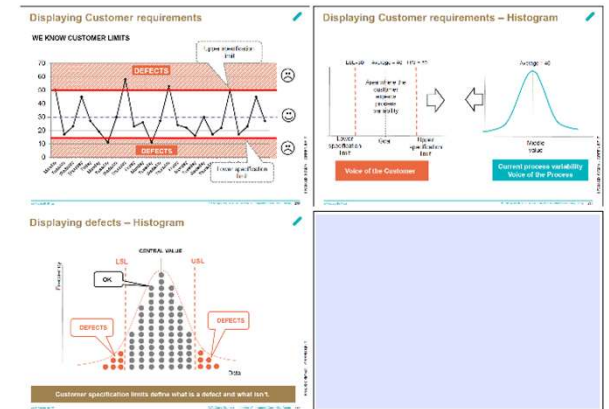
OUR APPROACHES HOW TO TRANSFER ALL INFORMATION TOWARDS CUSTOMER



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



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 TRAININGS



Activities	Green Belt „in class”	Green Belt „online“
Personal presentation	YES	NO
Virtual presentation “live”	NO	YES
Certification included in course	YES	YES
Tools simulation	YES	YES
Workshop – group work	YES	YES
Test questions during training	YES	YES
Use our computers during training (with all SWs)	YES	NO
Templates, case studies, presentations	YES	YES
Individual online training after the course	YES.	YES
Complete project presentation during the course	YES	YES
Support with opportunity selection	YES	YES
Chance to use modern digital tools and platforms	NO	YES

VIDEO: HOW WE WORK ONLINE



We use professional simulations

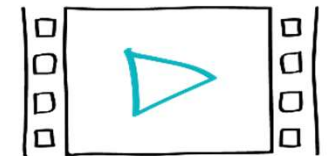
We own a total of 4 robust simulations, 2 of which were developed directly in ICG. For online training we have a brand-new online simulation, which we will use during our training.

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

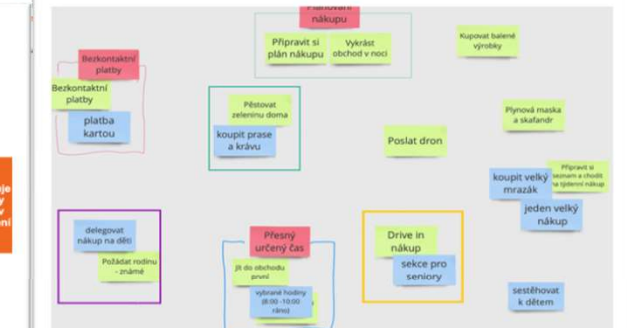
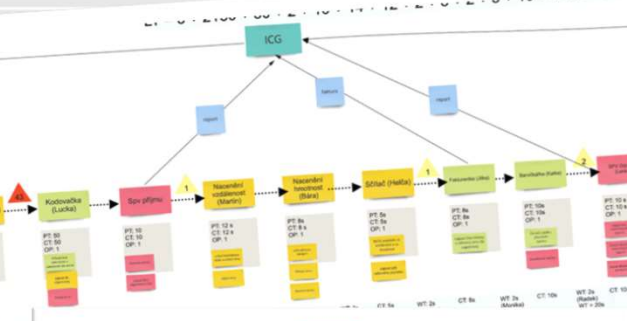
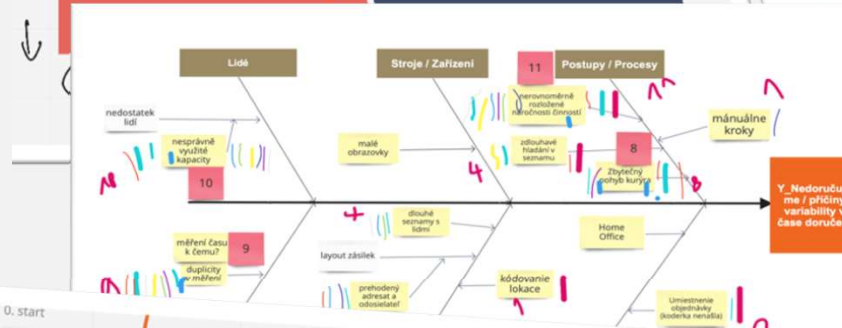
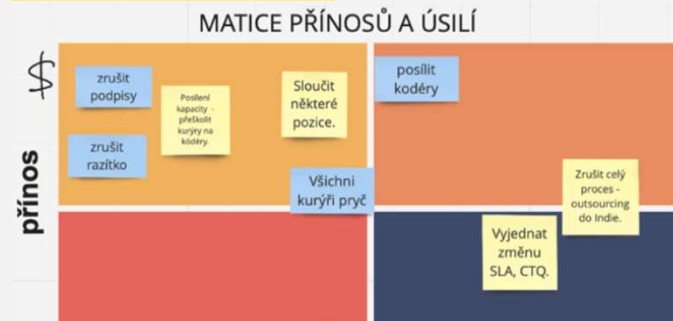
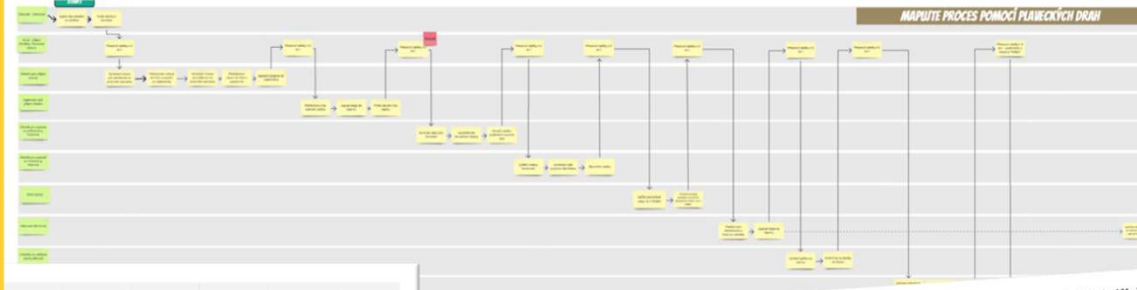
MIRO

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 bringing effectiveness

New tools for processes / analysis Effectiveness in processes

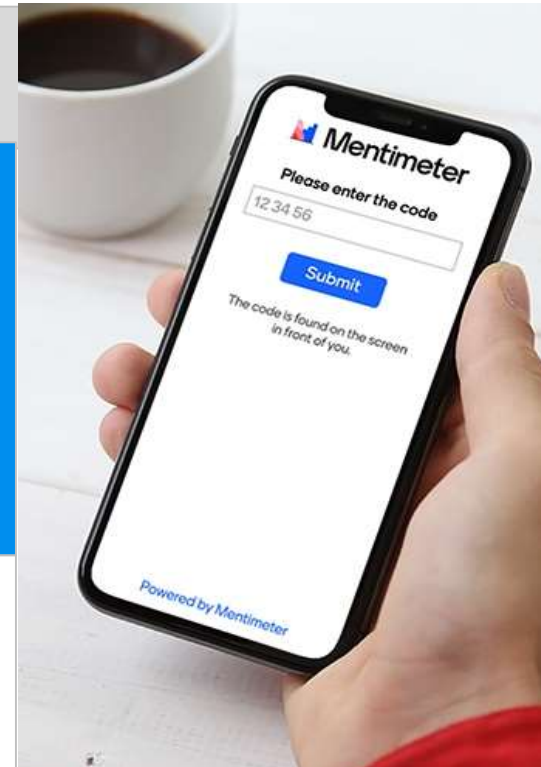
Improve technics/methodology how to revise, improve and implement our processes

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

Integrated Consulting Group



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?



Please ENTER to show content

www.integratedconsulting.cz



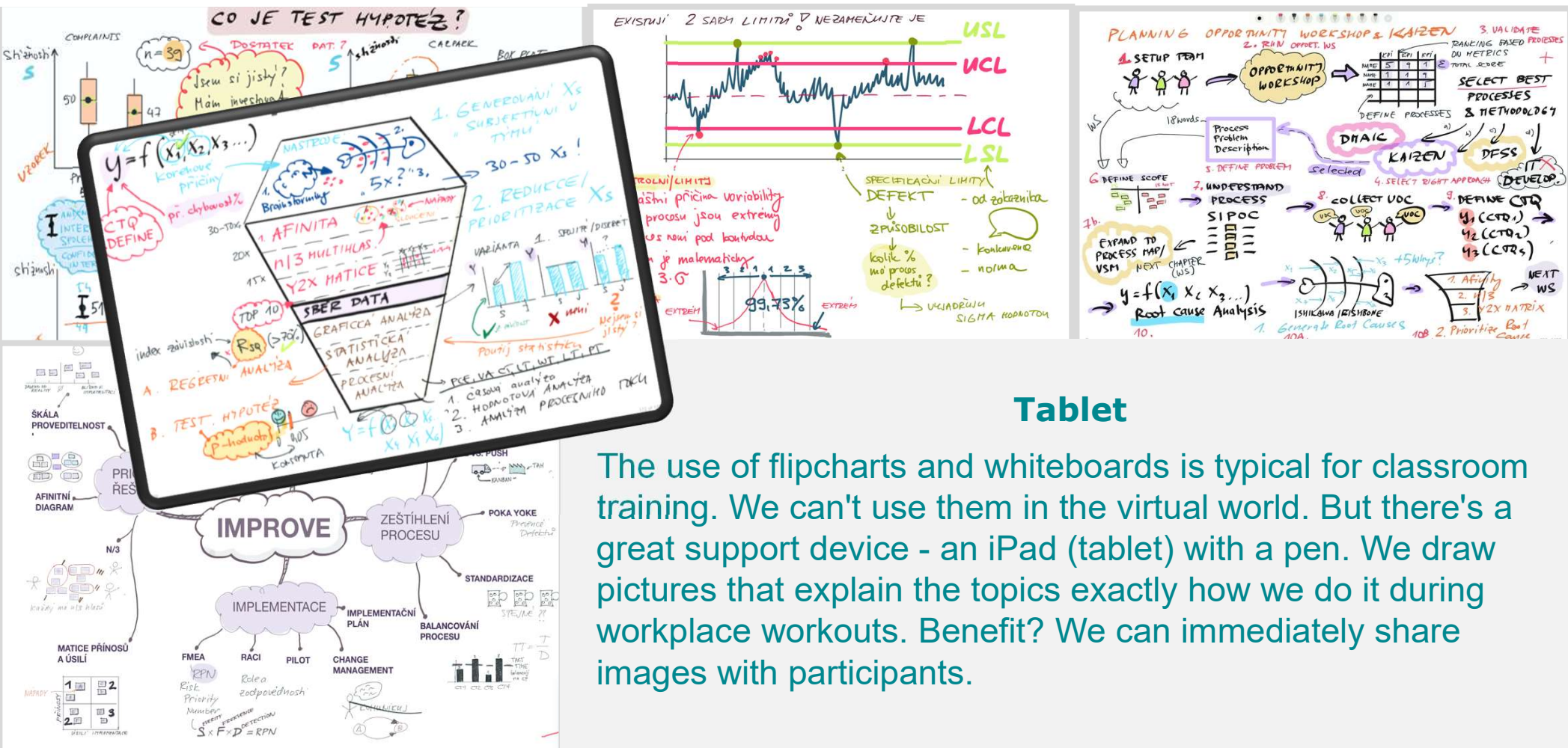
Participants operates Menti via phone – results we share with all.

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



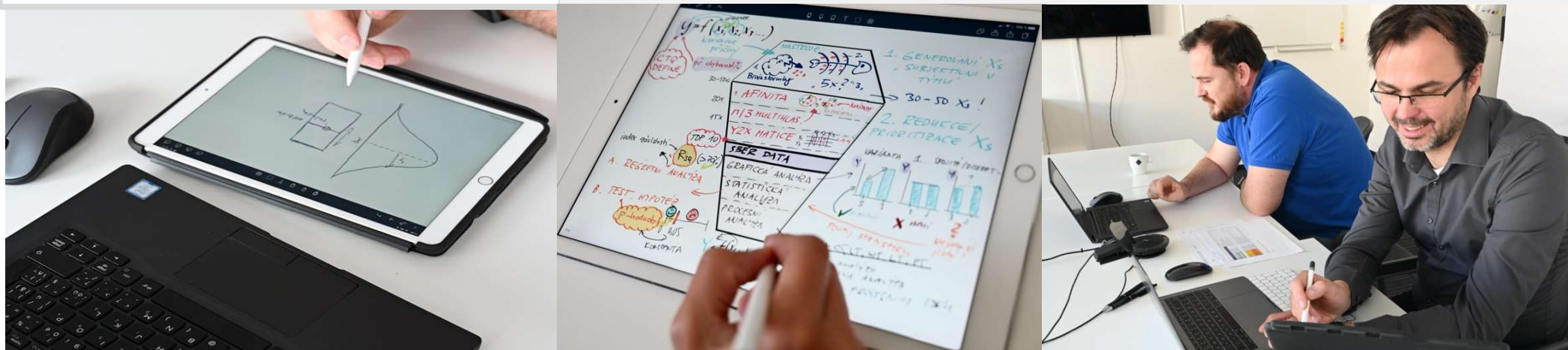
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Tablet

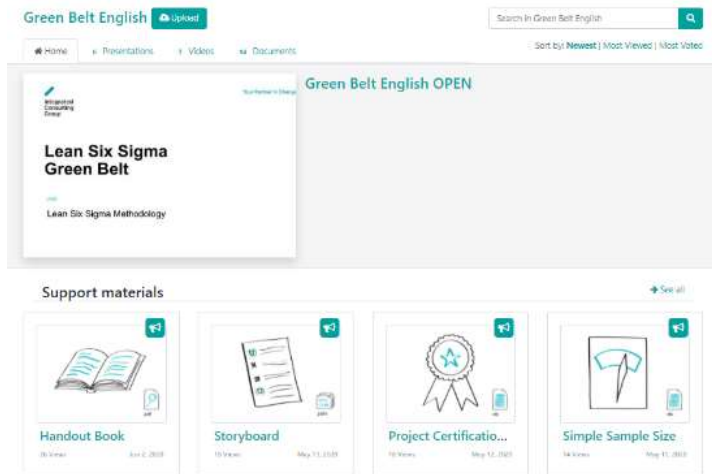
The use of flipcharts and whiteboards is typical for classroom training. We can't use them in the virtual world. But there's a great support device - an iPad (tablet) with a pen. We draw pictures that explain the topics exactly how we do it during workplace workouts. Benefit? We can immediately share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





Make an
impact.

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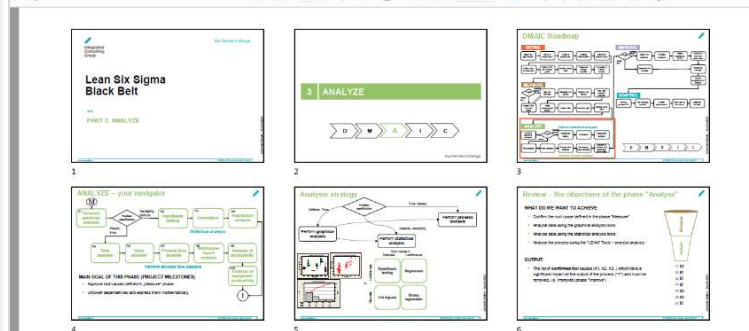
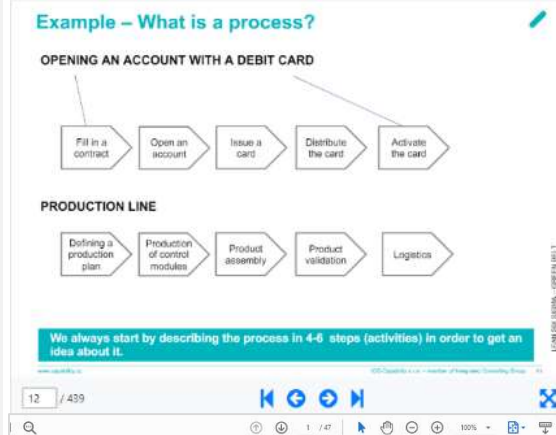
Odoo Portal

Every attendee of the training has access to our unique Portal.

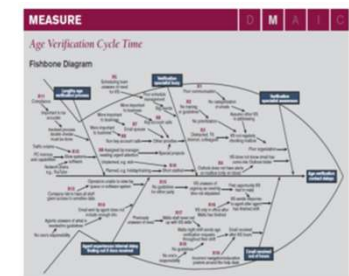
Portal is an environment where we store presentations, videos, articles, supporting materials.

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.



I can use this space to make notes.



are in 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 this information.

Despite the specialist's efforts, customers complained that they experienced a lengthy delay before their verification queries were resolved. Some of the complaints included:

- "My query couldn't be handled by the operator presented to ask someone else and email me. Three days later I have no email."
- "The operator was not much help on how to verify my account."
- "I heard my ID three days ago, why is my account still closed? I want to be on a new card!"

Across India's website, the company advised that customers will receive a reply to their query within 4 hours. From October 2008 to April 2009, the company received 1,423 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 23 minutes and the average time for the customer to receive a response to their query was 14 hours – 75 percent longer than the SLA.

After creating a high-level process map, the team used a SPICE, template, system, process, integration, economic design to clarify and define the individual steps of the process.

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

- Accurate and complete verification of user's account with the published SLA
- Customer account acknowledgment of email
- Correct performance of software
- Satisfaction specialist and help desk agent understand and adhere to procedure

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

The 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 opportunity of verification delays was \$46,000. This gave the project an estimated \$29,300 value based on reducing the average internal verification response time by 75 percent from 9 hours and 23 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 normally distributed



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