Certified Lean Business Analyst (CLBA)

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Introduction:

This unique course is designed to merge the strategic and technical aspects of business management and analysis.

Bringing together the MBA level business strategy toolkit with the Lean Six Sigma analytical rigor, you will earn two

qualifications at the completion of this course:

An Internationally Accredited Certificate from Qualified, a UK regulatory awarding body.

Lean Six Sigma Green Belt from the International Association for Six Sigma Certification (IASSC).

Who Should Attend?

This highly interactive program is designed for (but not limited to)

- Executives, Managers and Supervisors
- Quality Assurance Managers
- Process Control Engineers
- Plant Managers & Superintendents
- Health Care Operational & Service Personnel
- Service Industry and Hotel Operational Staffing Managers
- Service or quality managers
- Business and process managers and professionals
- Head of planning and policy
- Economist

- Analysts
- Business Development managers
- Investment managers

Course Requirements:

Delegates must meet the following criteria to be eligible for the Internationally Accredited Certificate.

1. Pre-Course Preparation - The iIET will provide the delegates with program preparation materials including readings and sample exam questions. It is highly encouraged that the delegates prepare by reading the provided content and practicing with the sample exam questions.

2. Attendance – delegates must attend all sessions of the course. Delegates who miss more than two hours of the course sessions will not be eligible to sit for the Lean Six Sigma Examination.

3. A ttaining your Internationally Accredited Certificate – Upon completion of this training course you will receive your international certificate which has been fully accredited by Qualifi Limited; a UK recognized awarding organization

4. Attaining your Lean Six Sigma Green Belt Exam – Upon completion of this training course and the IASS C Lean Six Sigma Exam you will receive your Lean Six Sigma Green Belt designation, which has been fully accredited by the International Association for Six Sigma Certification (IASS C). The iIET training does not guarantee that the delegate will pass the examination, it is up to each delegate to prepare thoroughly for the exam.

Course Objectives:

By the end of this course delegates will be able to:

Explore strategic models of competitive advantage, Learn to effectively use Porters 5 Force model, Balanced Scorecards McKinsey's 7 S technical analysis tools

In addition, the statistical tools and techniques of Lean Six Sigma such as:

Visual Analysis & Data

Discovery tools like

- Fish-bone
- 5 Why's
- Box plots

▫ A nalytical tools like

- Descriptive Statistics
- Variation
- Correlation
- Regression

Lean Six Sigma first emphasizes the use of Lean methodologies and tools to identify and remove waste and increase process velocity, then follows that with the use of Six Sigma methodologies and tools to identify and reduce or remove process variation.

This interactive course will explore how Lean Six Sigma methodology can help your organization solve both technical and human challenges of sustainable projects and will improve the project management processes and mindsets alike.

Delegates will explore this course through a series of dynamic presentations, cutting edge videos, exciting group activities,

and real-world applicable case studies.The iIET has successfully met the requirements set forth by the International Association for Six Sigma Certification (IASS C) for the designation of an Accredited Training Organization. Upon completion of this training course you will receive your international certificate that has been fully accredited by Qualifi.An official UK government recognized awarding organization.

Course Outline:

Build A Competitive Corporate Strategy

- Examine what drives excellence in operations and your role as leader and manager.
- Understand customer needs in order to compete on service excellence and new product/service introduction
- Assessing the value of your chosen market space
- The sources of competitive advantage
- The key questions to ask in order to assess competitive advantage
- Blue ocean versus red ocean strategy
- Case Study: Starbucks

The Tools and Strategic Analysis

- Metrics for Organizational Effectiveness
- Benchmarking
- Strategy Mapping
- SWOT/PEST Analysis
- Case Study: Rolls Royce

What are the key components of the balanced scorecard?

- Key performance indicators and targets Initiative design
- Cascading the balanced scorecard
- Strategy maps
- The key elements of the strategy map
- Building a strategy map

McKinsey's 7S Framework for Evaluating HR Strategy

- When to use 7S Framework
- The 7 Elements of Strategy Evaluation
- How to use the 7S framework in HR
- Asking the right questions

Strategy Implementation

- The five key steps to effective strategy implementation
- Why strategies fail

The Lean Enterprise

- Understanding Lean
- The History of Lean
- Lean & Six Sigma
- The Seven Elements of Waste:

1. Overproduction
2. Correction
3. Inventory
4. Motion
5. Overprocessing
6. Conveyance
7. Waiting

- Straighten, Shine, Standardize, Self-Discipline, Sort

Measure Phase

Process Definition

- Cause & Effect / Fishbone Diagrams
- Process Mapping, SIPOC, Value Stream Map
- X-Y Diagram Failure Modes & Effects Analysis (FMEA)

Six Sigma Statistics

- Basic Statistics
- Descriptive Statistics
- Normal Distributions & Normality
- Graphical Analysis

Measurement System Analysis

- Precision & Accuracy
- Bias, Linearity & Stability
- Gage Repeatability & Reproducibility
- Variable & Attribute MSA

Process Capability

- Capability Analysis
- Concept of Stability
- Attribute & Discrete Capability
- Monitoring Techniques

Analyze Phase

Patterns of Variation

- Multi-Vari Analysis

- Classes of Distributions

Stakeholder Analysis and Management

- Identifying and prioritizing stakeholders into grid
- Stakeholder Engagement
- Communication planning
- Negotiation tactics
- Influencing the right stakeholders
- Case Study: Communication Planning at Kelloggs

Effective Change management for executives

- Designing effective change programs/plans
- Creating an adaptive corporate environment
- Reasons why people resist change
- Kurt Lewin's Model of change management: The 3 stages of change
- John Kotter's 8 Step Change Model

Define Phase

- The Basics of Six Sigma
- Meanings of Six Sigma
- General History of Six Sigma & Continuous Improvement
- Deliverables of a Lean Six Sigma Project
- The Problem Solving Strategy Y = f(x)
- Voice of the Customer, Business and Employee
- Six Sigma Roles & Responsibilities

The Fundamentals of Six Sigma

Defining a Process

- Critical to Quality Characteristics (CTQ's)
- Cost of Poor Quality (COPQ)
- Pareto Analysis (80:20 rule)
- Basic Six Sigma Metrics including DPU, DPMO,

FTY, RTY Cycle Time, deriving these metrics and these metrics Inferential Statistics

- Understanding Inference
- Sampling Techniques & Uses
- Central Limit Theorem

Hypothesis Testing

- General Concepts & Goals of Hypothesis Testing Significance;
- Practical vs. Statistical Risk
- Alpha & Beta Types of Hypothesis Test

Hypothesis Testing with Normal Data

- 1 & 2 sample t-tests
- 1 sample variance

• **One Way ANOVA:**

- Including Tests of Equal Variance
- Normality Testing and Sample Size calculation
- performing tests and interpreting results

Improve Phase

- Simple Linear Regression
- Correlation
- Regression Equations
- Residuals Analysis
- Multiple Regression Analysis
- Non- Linear Regression
- Multiple Linear Regression
- Confidence & Prediction Intervals
- Residuals Analysis
- Data Transformation, Box Cox
- Lean Controls
- Control Methods for 5S
- Kanban
- Poka-Yoke (Mistake Proofing)
- Statistical Process Control (SPC)
- Data Collection for SPC
- I-MR Chart
- Xbar-R Chart
- CumSum Chart
- EWMA Chart
- Control Chart Anatomy

Six Sigma Control Plans

- Cost Benefit Analysis
- Elements of the Control Plan
- Elements of the Response Plan