

## Business Process Improvement Training Course Summary – Timothy T. Gaffney

### Business Process Improvement Courses

Course Title (Course Number)	Course Duration	Audience	Course Objectives	Maximum Class Size
<b>Six Sigma Overview</b> (LBS0001)	½ day	Business professionals and operational specialists interested in learning the basics about Six Sigma and how it can be employed to improve business process performance.	Upon completion, the student will have a basic understanding of the Six Sigma process improvement methodologies, terminology, and benefits.	15
<b>Six Sigma Fundamentals</b> (LBS0002)	1 day	Business professionals and operational specialists interested in delving into the fundamental aspects of the most common and effective Six Sigma methodologies currently in use to improve business process performance.	Upon completion, the student will have a working knowledge of Six Sigma DMAIC <sup>1</sup> and Lean business process improvement methodologies, terminology, and benefits. Also includes an overview of the statistical methods and tools that underpin the Six Sigma methodologies.  <sup>1</sup> DMAIC: The Define, Measure, Analyze, Improve, and Control methodology.	15
<b>Six Sigma Yellow Belt Training</b> (LBS0003)	2 days	Business professionals and operational specialists who plan to participate on Six Sigma projects typically led by Green or Black Belts, including team members, subject matter experts (SMEs), and financial representatives.	Upon completion, the student will have a working knowledge of the techniques of Six Sigma, its metrics, and process improvement methodologies, with a focus on the DMAIC <sup>1</sup> approach. This course helps improve the effectiveness of employees in their support role of Six Sigma, and enhance day-to-day problem solving in workplace activities.	10
<b>Six Sigma Green Belt Training</b> (LBS0004)	7.25 days (incl. 2 hour exam)	Business professionals and operational specialists interested in learning the Six Sigma DMAIC <sup>1</sup> methodology and Lean manufacturing tools, including those interested in leading a Six Sigma Green Belt project.	Upon completion students will be able apply the methodology to permanently improve business processes. Provides the student with hands-on training in all aspects of the Six Sigma DMAIC <sup>1</sup> methodology. Includes in-depth modules and exercises for each of the DMAIC <sup>1</sup> phases.	6

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<b>Lean Training</b> (LBS0007)	3 days (including 1.5 hour exam)	Business professionals and operational specialists interested in learning how to use the Lean tools and techniques to effectively to improve manufacturing and transactional business process efficiencies and eliminate wastes.	Upon completion, the student will have hands-on knowledge and skills to utilize the Lean tools and techniques to improve manufacturing and transactional business processes.	12
<b>Agile Sigma© Overview</b> (© 2018 Timothy T. Gaffney) (LBS0006)	½ day	Business professionals interested in learning the basics about the new Agile Sigma Method and how it can be employed to improve business process performance. Based on the Agile Development and Six Sigma methodologies, enabling sustainable, statistically valid improvements that optimize the process sigma level, more quickly than with other methods.	Upon completion, the student will have a basic understanding of the new Agile Sigma process improvement method, terminology, benefits, as well as implementation considerations.	15
<b>Agile Sigma© Fundamentals</b> (© 2018 Timothy T. Gaffney) (LBS0009)	1 day	Business professionals interested in delving into the fundamental aspects of the new “Agile Sigma” methodology. The student will also learn how this new method combines the best features of Six Sigma with the rapid, iterative, team-based Agile Scrum approach to deliver optimal business process performance.	Upon completion, the student will have a working knowledge of the Agile Sigma process improvement methodology, terminology, and benefits. The student will also have a fundamental understanding of the 4 phases that comprise the Agile Sigma methodology and the tool and techniques used in each phase.	15
<b>Data-Driven Decision Making</b> (LBS0005)	1 day	Business professionals and operational specialists responsible for maintaining performance, implementing improvements, and evaluating process changes. Business professionals interested in understanding how to use data to improve process performance.	Upon completion, the student will be equipped to understand, use, and analyze data to make better decisions. Also provides examples and demonstrations of the key role data and statistical analysis play in improving business processes.	15

Note: Agile Sigma and Agile Sigma Methodology – © 2018 Timothy T. Gaffney. <sup>1</sup> DMAIC = Define, Measure, Analyze, Improve, and Control.

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## Business Process Improvement Learning Paths – Applicable Course by Functional or Project Role

Business Role	Functional or Project Role	Business Process Improvement Courses							
		Six Sigma				Agile Sigma ©		Lean	Data Driven Decision Making
		Overview	Fundamentals	Yellow Belt	Green Belt	Overview	Fundamentals	Lean Training	
<ul style="list-style-type: none"> <li>CEO/COO/CFO</li> <li>Executive VP</li> <li>VP</li> <li>Executive Director</li> </ul>	Project Sponsor	✓	✓			✓	✓		✓
<ul style="list-style-type: none"> <li>Director</li> <li>Area Manager</li> <li>Senior Manager</li> </ul>	Project Champion	✓	✓	✓		✓	✓		✓
<ul style="list-style-type: none"> <li>Operational Mgr</li> <li>Process Manager</li> <li>Operational Specialist</li> <li>Process Analyst</li> <li>Subject Matter Expert</li> <li>Financial Analyst</li> <li>Data Analyst</li> </ul>	Six Sigma or Agile Sigma © Green Belt Project Manager	✓	✓		✓	✓	✓	✓	✓
	<ul style="list-style-type: none"> <li>Project Team Members</li> <li>Subject Matter Experts (SMEs)</li> </ul>	✓	✓	✓		✓	✓	✓	✓

Agile Sigma and The Agile Sigma Methodology © 2018 Timothy T. Gaffney

**Instructor:**

Timothy T. Gaffney,  
 Certified Six Sigma Black Belt

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