



## **NEW DURBAN CHEMICALS CLUSTER PROGRAMME: LEAN SIX SIGMA BLACK BELT TRAINING AND CERTIFICATION**

**Maximise Return on Investment and receive Black Belt certification through participating in the DCC's new Six Sigma training programme.**

### **WHAT IS SIX SIGMA?**

Six Sigma is a set of management techniques intended to significantly improve business processes by reducing the probability of errors and defects. Lean Six Sigma is a method that relies on a collaborative team effort to improve performance by systematically removing waste and reducing variation. It combines lean manufacturing and Six Sigma to eliminate a firm's eight wastes and provides a framework for overall organizational culture change.

### **INVESTING IN LEAN SIX SIGMA TRAINING MEANS INVESTING IN YOUR FIRM'S PERFORMANCE**

Lean Six Sigma Black Belt is the international standard for process improvement project managers. Complex problems are solved by applying the DMAIC (Define, Measure, Analyze, Improve and Control) method. This programme is proven worldwide to increase productivity, improve quality, reduce operation costs, increase customer satisfaction and improve communication among team members.

**Participants in the DCC programme will learn to isolate the root-cause of their processes' most intractable problems through process and data analysis, and to lead effective change by understanding the complex dynamics of the people side of business challenges. They will learn how to apply skills in project management, process management, Lean, change management and statistical analysis.**

## KEY PROGRAMME OUTCOMES:

- 🎯 Understand and implement the Lean Six Sigma DMAIC (Define, Measure, Analyse, Improve, Control) methodology
- 🎯 Understand your customer and translate the Voice of Customer (VOC) to Critical to Quality measures (CTQ)
- 🎯 Manage key stakeholders
- 🎯 Select, Scope, define and lead Lean Six Sigma projects
- 🎯 Map the process and calculate process capability
- 🎯 Apply comprehensive statistical analysis tools and calculations
- 🎯 Generate solutions relevant to your business
- 🎯 Identify future areas for growth and improvement
- 🎯 Determine the cost and benefits associated with programme implementation
- 🎯 Assess and understand project risk
- 🎯 Develop control charts and implement a control plan
- 🎯 Validate solutions and sustain the changes

## HOW IS THE PROGRAMME DELIVERED?

The course fee includes the following:

- Classroom training including an expert facilitator, eBooks\* and a Black Belt Toolkit template
- A single Sigma XL statistical analysis software license
- Online certification exams, progress reporting, DMAIC project assessment, and international certification

*\*Please note attendees will require a laptop/tablet during training to access notes in digital format*

The DCC is running the programme in collaboration with an internationally accredited market leader in Lean Six Sigma and leadership development, TLC Global and all participants will receive full accreditation for their completion of the course. The DCC's Lean Six Sigma Black Belt training programme is benchmarked against well-known international standards for process improvement project managers. The programme includes real-world scenarios, data sets, simulations and interactive learning exercises to transfer the learning.

For more information on the training provider visit [www.tlc-global.com](http://www.tlc-global.com)



### 2019 COURSE DATES:

Week 1, August 19-23

Week 2, September 9-13

Week 3, October 14-18

### VENUE:

The House,  
Bellevue Campus,  
Kloof

### COST:

Course Fee of R29 500 ex VAT  
(representing a near 50% reduction  
in costs for cluster members)

**Spaces are limited. Please RSVP as soon as possible to secure your place.**

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