

# THE PERFORMANCE MANAGEMENT GROUP LLC

## ONLINE TRAINING:

## LEAN SIX SIGMA SERVICE EXCELLENCE GREEN BLACK BELT CERTIFICATION

Performance Improvement Training for Service Industries:

- ▶ Financial Services
- ▶ Telecommunications
- ▶ Insurance
- ▶ Technology
- ▶ Call Center Operations
- ▶ Supply Chain
- ▶ Government Services

# ABOUT THE ONLINE LEAN SIX SIGMA SERVICE EXCELLENCE GREEN BELT CERTIFICATION PROGRAM

*The Lean Six Sigma Green Belt Certification Program for Service Excellence is a rigorous 42 lesson online on-demand certification program designed to produce competent graduates who effectively implement Lean Six Sigma principles to drive performance improvement in service organizations. The program provides for a quality principles overview, in-depth instruction in management by fact, along with a structured performance improvement methodology used by Lean Six Sigma Green Belts world wide.*

*The Performance Management Group helps you master problem-solving, project management and business analysis while driving sustained performance improvements. Equipped with your new skills and a proven method for improving productivity and customer satisfaction, you will be prepared to add value to any organization in which you work.*

## Why Become A TPMG Certified Lean Six Sigma Green Belt Professional?

- Build your credentials
- Increase your professional capital and market value
- Expand your professional network
- Enhance your problem-solving and performance improvement expertise
- Become a recognized expert as an effective lean six sigma green belt

# ***PRACTICAL***

***LEARN BY HEARING ► LEARN BY SEEING ► LEARN BY DOING!***

***“Through online self paced instruction, real world case studies, and practical exercises, TPMG promotes powerful performance improvement skill building. The program uses multimedia presentations; value added tutorials and real world application from case studies.”***

***Gerald Taylor, President & Managing Consultant  
The Performance Management Group LLC***

# ***APPLICATION***



# ***The Certification Program***

## **Lean Six Sigma Service Green Belt Certification Requirements**

### **Certified Lean Six Sigma Green Belts:**

- **Must complete the intensive online self paced boot camp certification training.**
- **Must successfully complete the TPMG Lean Six Sigma Green Belt certification exam composed of multiple-choice, essay, and analysis questions that measure a candidates' ability to apply the knowledge and techniques used by lean six sigma black belts.**
- **Candidates will dive deep into the five stages of the lean six sigma problem solving method (DMAIC) method, and learn the specific skills and tools, needed to Define, Measure, Analyze, Improve and Control service excellence and operational performance.**



## **6 Months of an Extensive Array of Resources to Help You Succeed!**

*As part of your tuition each candidate will receive:*

- *A hard copy 303+ page manual and resource guide.*
- *Software to for the Lean Six Sigma Tool Kit.*
- *Master Black Belt Coaching for Learning and Project Support.*
- *10 units and 42 lessons of Multimedia Instruction.*
- *Added value of easy to learn multimedia tutorials on basic statistics and quantitative analysis.*
- *A library of templates.*

## **Lean Six Sigma Service Excellence Green Belt Certification Online Workshop**

*Upon successful completion of the program, each candidate will become a certified expert in:*

- *Process design and improvement*
- *Producing long term customer loyalty*
- *Root cause analysis*
- *Project Management*
- *Improving process cycle times*
- *Managing cross functional work flows*
- *Removing bottlenecks*
- *Improving call center efficiencies*
- *And much more!*



## ***Course Content***

***The program, its content, exercises and instruction are designed for service organizations such as: Call Centers, Banking and Financial Services, Telecommunications, Insurance, Healthcare etc... The basis of the program is derived from five specific areas:***

- 1) The American Society of Quality's Lean Six Sigma Body of Knowledge.***
- 2) The Malcolm Baldrige Criteria for Performance Excellence***
- 3) The isixsigma.com Lean Six Sigma Body of Knowledge.***
- 4) The Project Management Institute's Project Management Body of Knowledge.***
- 5) Over 17 years experience and feedback from the TPMG LLC client base.***

***The program qualifies for 32.5 Professional Development Units (PDUs) from the Project Management Institute (PMI) - excluding project time; as well as 3.3 continuing educational units (CEUs) from many professional societies.***

***Should you have any additional questions, please feel free to contact TPMG Educational Services at 623.643.9837 or write us at [info@helpingmakeithappen.com](mailto:info@helpingmakeithappen.com).***

# **Course Content**

- I. The Roots and History of Lean Six Sigma***
- II. Analyzing Performance***
- III. Process Design and Improvement***
- IV. The Voice of the Customer***
- V. The Six Sigma Analytical Tool Set***
- VI. Statistical Process Control for Service Organizations***
- VII. Managing Lean Six Sigma Teams***
- VIII. Team Dynamics and People Skills***
- IX. Data Collection Techniques***
- X. Management by Fact – DMAIC Approach***
- XI. Lean Fundamentals for Service Companies***
- XII. Establishing a Performance Excellence Program***



*For more information contact:*

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The Performance Management Group LLC  
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Office: 623.643.9837  
[www.helpingmakeithappen.com](http://www.helpingmakeithappen.com)*

*Tuition:*

*Lean Six Sigma Green Belt Certification:*

***\$895.00 per candidate***

*(Includes 6 month access to Online Resources,  
Online Office Hours Mentoring,  
Online Live Workshops,  
& Certification Exam)*

***To enroll: [Click Here!](#)***