

## Week 1: Six Sigma Green Belt 10-Day Version

### Day One

- Course Overview
- Introduction: Why Six Sigma?
- Overview: DMAIC – The Process Improvement Method
- Soft Skills: Meeting Skills
- Soft Skills: Listening
- Soft Skills: Inference
- Soft Skills: Feedback

### Day Two

- Define Module 1.0: Define Overview
- Define Module 1.1: Starting Your Project
- Define Module 1.2: Process Basics
- Define Module 1.3: Understanding the Voice of the Customer
- Define Module 1.9: Define Review

### Day Three

- Measure Module 2.0: Measure Overview
- Measure Module 2.1: Data Collection
- Measure Module 2.2: Data Analysis I: Identifying Patterns Over Time

### Day Four

- Measure Module 2.2: Data Analysis I: Identifying Patterns Over Time (cont.)
- Measure Module 2.3: Data Analysis II: Looking for Patterns Not Related to Time
- Measure Module 2.4: Determining Process Sigma

### Day Five

- Measure Module 2.4: Determining Process Sigma (cont.)
- Measure Module 2.5: Process Analysis
- Measure Module 2.9: Measure Review
- Measure Module 8.1: Project Documentation

Week 2: Six Sigma Green Belt 10-Day Version	
Day One	
	Introduction
	Class Presentations
	Soft Skills: Observing and Assessing Behavior
	Soft Skills: Facilitator Intervention
	Soft Skills: Understanding and Using Conflict Styles
Day Two	
	Soft Skills: Decision Making
	Soft Skills: Facilitation Practice
	Analyze Module 3.0: Analyze Overview
	Analyze Module 3.1: Identifying Potential Causes
	Analyze Module 3.2: Verifying Causes
	Analyze Module 3.9: Analyze to Identify Causes Review
Day Three	
	Improve Module 4.0: Improve Overview
	Improve Module 4.1: Generating and Selecting Solutions
	Improve Module 4.2: Implementing Solutions
	Improve Module 4.3: Evaluating Results
	Improve Module 4.9: Improve Review
Day Four	
	Control Module 5.0: Control Overview
	Control Module 5.1: Standardization: Methods and Training
	Control Module 5.2: Process Monitoring & Control
	Control Module 5.3: Communication and Future Plans
	Control Module 5.9: Control Review
Day Five	
	Review of DMAIC