

Expert Certificate in Six Sigma Black Belt

Learn how to apply the Six Sigma methodology to improve business performance and customer satisfaction

**Six Sigma
Black Belt**

**20 Days
2 days per week
Bi-monthly
5 months**

**Spring & Fall
2009 Program**



Know your business so you
can run your business™



REGISTER TODAY! CALL 905-949-0049 EXT. 4004 OR BY E-MAIL TO JPOLLEY@TCET.COM

THE EXPERT CERTIFICATE IN SIX SIGMA BLACK BELT

ARE YOU INTERESTED IN HOW YOU CAN APPLY THE SIX SIGMA BUSINESS IMPROVEMENT STRATEGY IN YOUR ORGANIZATION? THEN ATTEND THIS SESSION AND LEARN FROM A LEADING EXPERT.

All 10 sessions are taught at the Centre for Education & Training located at 190 Robert Speck Parkway in Mississauga, Ontario, L4Z 3K3.

This 10 session educational program spans five months. Each session is taught across two days bi-monthly for a total of 20 days. This schedule meets the demands of employers and employees alike by minimizing disruptions to work and maximizing learning for the participant and return on investment for the employer.

Phase	Sessions	Spring 2009	Fall 2009
DEFINE Managing Organizational Change and Six Sigma Projects	Session 1	Apr. Fri.17 - Sat.18	Sept. Fri.11 - Sat.12
	Session 2	Apr. Fri.24 - Sat.25	Sept. Fri.25 - Sat.26
	Session 3	May Fri.8 - Sat.9	Oct Fri.9 - Sat.10
MEASURE & ANALYZE Business Process Analysis and Characterization	Session 4	May Fri.22 - Sat.23	Oct Fri.23 - Sat.24
	Session 5	Jun. Fri.5 - Sat.6	Nov. Fri.13 - Sat.14
	Session 6	Jun. Fri.12 - Sat.13	Nov. Fri.27 - Sat.28
IMPROVE & CONTROL Business Process Optimization and Control	Session 7	Jun. Fri.26 - Sat.27	Dec. Fri.11 - Sat.12
	Session 8	Jul. Fri.10 - Sat.11	Jan. Fri.15 - Sat.16
	Session 9	Aug. Fri.14 - Sat.15	Jan. Fri.29 - Sat.30
Program Review and Closure	Session 10	Aug. Fri. 28 - Sat.29	Feb. Fri. 12 - Sat.13

Sessions, instructors, dates, fees, topics, materials and location are subject to change.



WHO SHOULD ATTEND

Professionals at all levels within an organization:

- Executives
- Directors
- Engineers
- Managers
- Project Leaders
- Project Managers
- Business Analysts

Anyone responsible for business process re-engineering and improvement

LEARNING MODEL

The Six Sigma Business Improvement Strategy is a five stage learning model. Define, Measure, Analyze, Improve, and Control (DMAIC)

BUSINESS STRATEGY

- Six Sigma is the world's leading business improvement strategy.
- The DMAIC methodology is an industry standard for business improvement worldwide.
- The Expert Certificate in Six Sigma Black Belt from The Knowledge Management Group and the Centre for Education & Training provides a comprehensive program that can help you improve business performance, positively affect the bottom-line and improve customer satisfaction.

TO REGISTER CALL 905-949-0049 EXT. 4004
E-MAIL: JPOLLEY@TCET.COM

SIX SIGMA BLACK BELT PROGRAM

20 DAYS - 10 SESSIONS

WHY YOU SHOULD ATTEND OUR PROGRAM

- Learn how to manage projects with greater strategic focus and direction.
- Discover how to solve problems in a systematic manner.
- Find innovative solutions that decrease operating costs, increase retained earnings, and positively affect operating efficiency.
- Improve your leadership and technical competencies.
- Add to your company's knowledge base.
- Realize government incentives for your improvement efforts.
- Increase business performance and customer satisfaction.

Achieve Superior Business Results

- Substantially reduce waste and variation
- Improve quality and customer satisfaction
- Positively affect the bottom-line

Use Six Sigma to achieve substantial government incentives

It is common knowledge that improved products and processes can affect your bottom-line. However, many businesses do not know nor take advantage of lucrative *government incentives* that are available as a result of such improvement efforts. If you are a business that wants to improve your bottom-line, we will show you how to achieve such improvements and receive government incentives for doing so.

The Centre for Education & Training and The Knowledge Management Group, two distinguished organizations, have teamed up to provide you with a unique program. Through our Six Sigma Business Improvement program we will show you how to effectively identify projects, capture financial costs, and improve new or existing products and processes in a systematic manner, and show you how you can qualify for government incentives while simultaneously increasing your bottom-line.



MESSAGE FROM THE PROGRAM DIRECTOR & INSTRUCTOR



Six Sigma is about achieving business performance excellence. It is recognized as a key business strategy and has been successfully applied in every sector including; manufacturing, banking, retail, healthcare, pharmaceutical, service and many more.

The Knowledge Management Group and Centre for Education & Training's Expert Certificate in Six Sigma Black Belt is designed to empower people to solve problems, achieve financial savings and achieve world class operational excellence for their organizations.

The Expert Certificate in Six Sigma Black Belt is the most advanced educational program in the industry. Participants will have the skills necessary to advance their career and drive quantifiable results and become a value added organizational asset.

I look forward to your participation in our program.

Andrew Milivojevic, P.Eng, M.Sc. ASQ Fellow, CQE, CSSBB, MBB.
Program Director, The Expert Certificate in Six Sigma Black Belt
The Knowledge Management Group Inc.

To Reserve Your Space
Complete the registration form and fax it to
The Centre for Education & Training: 905-949-6004

For additional information about the program please call
the Program Director at 905.290.1440 ext. 200 or email
sixsigma@tkmg.org

20 DAYS 10 SESSIONS

SESSIONS 1 - 3 :: Define Phase (3 days)

Managing Organizational Change & Six Sigma Projects

These sessions will teach the concepts of leadership, teamwork, organizational climate, culture, project selection and management. Participants will discover how Six Sigma can facilitate organizational change that can positively transform the business and significantly improve value for both the organization and customer.

WHAT YOU WILL LEARN:

- Understand and learn how to improve organizational climate and create a strong culture that supports innovation and productivity improvement.
- Learn how to develop leadership skills, foster collaborative relationships and improve teamwork.
- Implement strategies and methods needed to identify projects tied to strategic business processes.
- Selecting, validating and prioritizing business process improvement opportunities aligned with strategic business objectives.
- Learn how to scope and prepare project charters and assess the financial benefit of a business process improvement project.

SESSIONS 4 - 6 :: Measure and Analyze Phases (8 days)

Business Process Analysis and Characterization

A business that cannot yield a product or service that meets customer expectations cannot survive in today's market. To remain competitive, business processes must be stable and predictable. When business processes are stable, products and services can be made reliably to the financial benefit of the organization and customer.

In these sessions, we will discover how to collect data and perform detailed business process analysis. We will introduce LEAN concepts, prepare detailed business process maps and conduct value/non-valued added analysis. We will learn how to define and collect data on process, product, and service level metrics, conduct detailed measurement systems analysis, and assess the capability and performance of business processes. We will utilize sampling techniques and statistical inference to investigate and discover the root cause of poor business process performance. Finally, we will establish the framework for an effective process management system that drives business improvement.

WHAT YOU WILL LEARN:

- Identify Critical-to-Quality metrics that link business outcomes to customer satisfaction through process, product, and service level variables.
- Design metrics using psychometric techniques.
- Chart Process Flow, conduct value/non-value added analysis, reduce process complexity and create LEAN processes.
- Introduce LEAN concepts for business process improvement.
- Learn the properties of discrete and continuous data and sampling techniques.
- Apply descriptive statistics, probability distributions, data

transformations, and Six Sigma metrics to perform detailed business process analysis.

- Conduct exploratory process analysis making use of graphical and numerical techniques to study patterns and departures from patterns.
- Conduct detailed Measurement Systems Analysis (MSA), and analyze business process Capability and Performance.
- Postulate cause and effect relationships and identify the "vital few" variables to investigate from the "trivial many".
- Formulate hypotheses and test such hypothesis using parametric and non-parametric hypothesis testing procedures including Analysis of Variance (ANOVA).
- Model relationships using graphs and regression analysis techniques.

SESSIONS 7 - 9 :: Improve and Control Phases (8 days)

Business Process Optimization and Control

In the Improve phase of Six Sigma, Statistical Experimental Design plays a critical role in business process re-engineering and optimization. These sessions are about planning, conducting and analyzing experiments to re-engineer and optimize business processes. The emphasis in the Improve phase will be upon the effective use of techniques for experimentation to identify an optimal solution. In the Control phase, participants will verify business process improvements, prepare control plans, and implement a Business Intelligence System that includes audits and management reports. This phase seeks to ensure that advancements in business process performance are in control and that financial entitlements and customer satisfaction are realized.

WHAT YOU WILL LEARN:

- Plan experiments to improve business process performance and customer satisfaction.
- Design and conduct multi-factor and multi-level experiments.
- Apply appropriate analytical procedures for data interpretation.
- Manipulate statistical software to accomplish modeling, simulations, analysis, and business process optimization.
- Implement and interpret Process Control Charts and establish Control Plans.
- Design Business Intelligence systems to monitor, report, and govern business process performance.
- Communicate and apply "new" knowledge to all stakeholders and areas of the business.

SESSION 10 (2 days)

Program Review and Closure

This session is a comprehensive review of the DMAIC business improvement methodology. Participants will present their projects and discuss their findings, as well as lessons learned. The final day of the program is reserved for the preparation and writing of The Expert Certificate in Six Sigma Black Belt examination, as well as final thoughts and discussions.

Note: laptop computers with Minitab required.

PROGRAM REGISTRATION INFORMATION

Session Times

- Unless stated otherwise, sessions begin at 9:00 am and end at 4:30 pm.
- Sessions are scheduled on Friday and Saturday.
- Enrolment is limited, register promptly.

Location

The Centre for Education and Training
190 Robert Speck Blvd., Mississauga, Ontario, L4Z 3K3
Tel: 905-949-0049
Fax: 905-949-6004

On-Site Training

Onsite training is available. Contact the Program Director at The Knowledge Management Group (905)290.1440 ext. 200

Fee

- \$7,500.00 + 5% GST = \$7875.00
- All funds are in Canadian dollars.
- Tuition fee includes, educational materials, lunches and refreshments.
- Liability is limited to reimbursement of tuition fee paid.
- Deposit fee is payable prior to start of program.
- Participants will be responsible for their own laptop computer and Minitab software.

Registration

Individuals wishing to participate in this educational program should complete and submit their registration form by:

Mail, Phone or Fax

Attention to: James Polley
The Centre For Education & Training located at
190 Robert Speck Blvd., Mississauga, Ontario L4Z 3K3
tel: 905-949-0049 EXT. 4004
Fax: 905-949-6004

Deposits, Transfer, Substitution and Withdrawal

NOTE: An initial deposit of \$1500 is needed to reserve your seat. Participants will be issued a PayPal invoice by email. Payment may be made by PayPal secure online bank transfer or credit card. Complete the form and submit your registration details by phone, mail or fax.

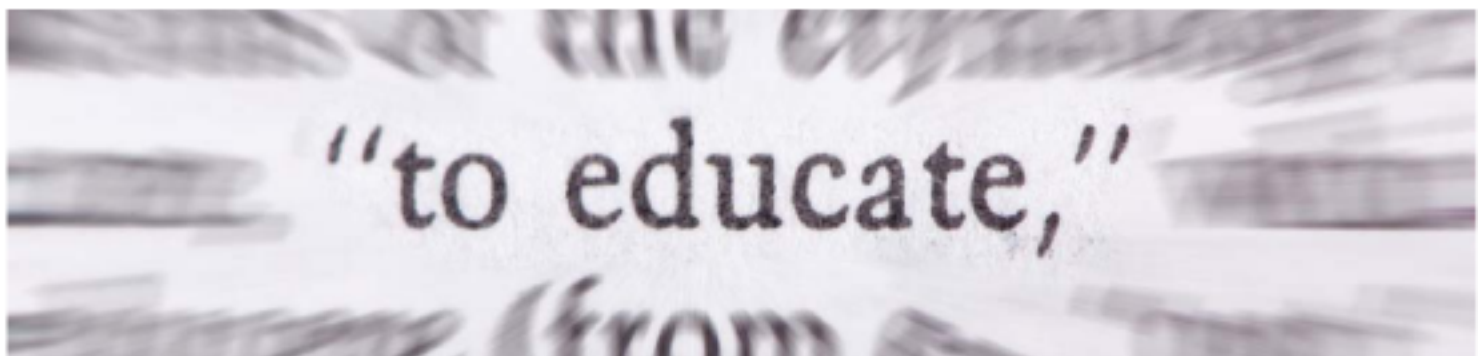
- If unable to attend a session, transfer into another session or a replacement participant may be substituted. In either case 30 day written notice is required.
- Only one session transfer to another session is allowed and subject to availability without penalty. Each subsequent transfer request requires the payment of a \$300 administration fee.
- Full refund is issued in the event that a written cancellation request is received 30 days before the start of the first session date. Written cancellations received within 30 days of the program start date forfeit their initial \$1,500 deposit.
- Failure to attend sessions or withdrawal after the first session date will incur a full cost of program.
- A range of fee payment schedules are available.

Certificate of Six Sigma Program Completion

- To obtain a certificate, participants must attend all sessions and fulfill all Six Sigma program requirements.
- Upon successful completion of the Six Sigma program requirements, participants shall receive a certificate detailing their status of completion in the Six Sigma Black Belt Program from the Centre for Education and Training and The Knowledge Management Group.

For Program Information Contact

Andrew Milivojevic, P.Eng., ASQ Fellow, CQE, CSSBB, MBB
Program Director, The Knowledge Management Group Inc.
tel: 905.290.1440 ext. 200
Email: sixsigma@tkmg.org.



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To register:
Fax or Mail a copy of this form to: The Centre for Education and Training
190 Robert Speck Blvd., Mississauga, Ontario L4Z 3K3

Fax: 905-949-6004

Name: Mr. Ms. Mrs. _____
Title: _____ Email: _____
Company: _____
Business Address: _____
City: _____ Province: _____ Postal Code: _____
Telephone: _____ Fax: _____
Canadian Citizen: Yes No Applicant Signature: _____

Professional Background

Industry/Product: _____
Years with current company: _____

Executive Recommending Applicant

Name: Mr. Ms. Mrs. _____
Title: _____ Email: _____
Phone: _____

PAYMENT METHODS

Participants will be issued a PayPal invoice for secure online payment.

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The Knowledge Management Group™
Know your business so you can run your business™

Other Quality Based Training Provided by The Knowledge Management Group Inc.

- Statistical Process Control
- Measurement Systems Analysis
- Design and Analysis of Experiments
- Statistical Methods for Process Improvement
- Process Capability and Performance Analysis
- Failure Modes and Effects Analysis

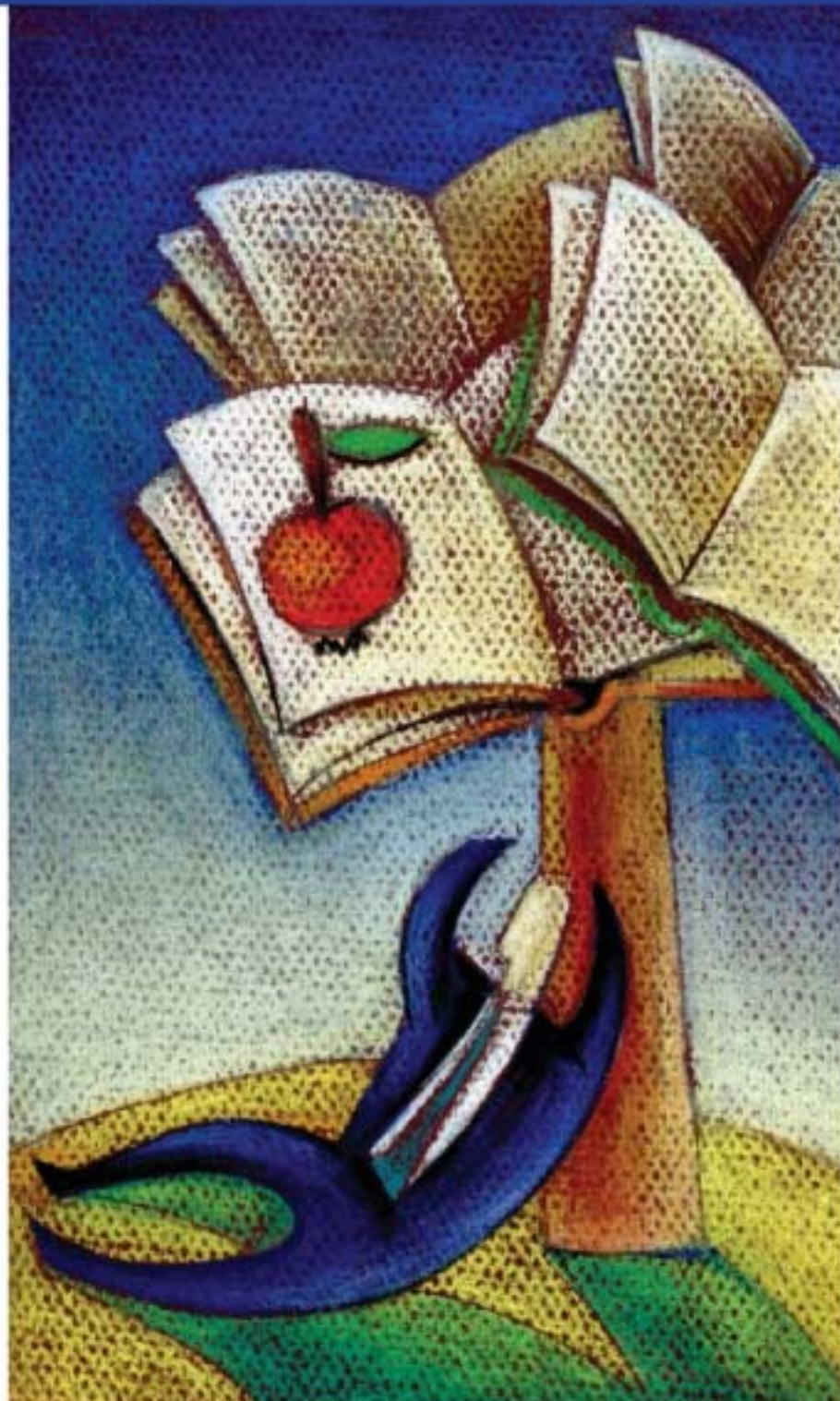


Centre for Education & Training™
The Power of Change. The Passion for Growth.

The Centre for Education and Training provides value added services to employees, managers and executives alike seeking advanced business education and training.

The Corporate Education and Training Center provides customized learning in a real-world environment giving you and your company a competitive advantage.

**Achieve
Business
Performance
Excellence**



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