

# LEAN YELLOW BELT CERTIFICATE (3-DAYS)

**\$1,590 + HST**

Learn how to improve a low-complexity process

## REGISTRATION INFORMATION:

[leanagility.com/en/yellow-belt](http://leanagility.com/en/yellow-belt)

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### WORKSHOP DESCRIPTION :

This three-day workshop is designed to give public servants an introduction to the fundamentals of Lean process improvement for government and provide the skills needed to improve a low-complexity government process.

The course begins with a short introduction to Lean followed by a review of the tools and techniques used in the 5-step process improvement approach (DMAIC). To reinforce the concepts and enhance learning the workshop features a simulated improvement exercise for participants to practice what they've learned to improve a typical government process.

This is an essential starting point for organizations who want to undertake a low-risk Lean experiment to build expertise before they implement on a larger scale. The program provides sufficient depth to run a low complexity process improvement project and get results, crucial to building a case for broader implementation.

- ✦ **Introduction to Lean for government**
- ✦ **Examples from the Canadian experience**
- ✦ **5 steps to process improvement (DMAIC)**
- ✦ **Lean tools and techniques for the public sector**
- ✦ **Simulated improvement exercise**
- ✦ **Bilingual instructors and materials available in English or French**
- ✦ **No pre-requisites**



WHITE. LEAN. WISE. CO. GO. SMART. — CONNECTS YOU TO WHAT MATTERS

Lean Agility is proud to offer White and Yellow Belt certificate training in partnership with the Telfer School of Management Executive Programs. Visit: [telfer.uottawa.ca/executiveprograms](http://telfer.uottawa.ca/executiveprograms)

### COURSE OUTLINE:

DAY 1		DAY 2	DAY 3	
DEFINE	MEASURE	ANALYZE	IMPROVE	CONTROL/CONTINUE
<ul style="list-style-type: none"> <li>• Current situation</li> <li>• Target situation</li> <li>• Problem</li> <li>• Objectives</li> </ul>	<ul style="list-style-type: none"> <li>• Collect data</li> <li>• Map the process</li> <li>• Find possible causes</li> </ul>	<ul style="list-style-type: none"> <li>• Analyze potential causes</li> <li>• Find root causes</li> <li>• Determine principle causes</li> </ul>	<ul style="list-style-type: none"> <li>• Identify possible solutions</li> <li>• Prioritize and plan solutions</li> <li>• Test and implement solutions</li> </ul>	<ul style="list-style-type: none"> <li>• Implement controls to sustain solution</li> <li>• Begin continuous improvement</li> <li>• The people-side of Lean</li> </ul>

# WHY LEAN AGILITY?

### GOVERNMENT SPECIFIC

- Examples from the Canadian public sector
- Applies to high-volume transactional processes (like issuing a permit) and processes relevant to knowledge work

### EXPERIENCE

- Facilitators with 50+ combined experience in Lean government transformation
- Lean tools and techniques constantly proven and improved through ongoing field-work
- 1,000's of public servants trained since incorporation in 2010

### PRACTICAL

- Hands-on experiential learning to demonstrate how Lean works
- User-friendly language to reduce barriers-to-entry
- "Sticky" concepts make the content easy to remember and pass on to others