

# Job Aid: LEAN Six Sigma Green Belt

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**Issue** LEAN Six Sigma is a powerful process improvement methodology. Part of its power is the combination of many effective tools.  
I frequently received feedback that the sheer number of tools was overwhelming. I could see that it was creating frustration and confusion for the participants.

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**Solution** I created a job aid that allowed students to make notes pertaining to the tools used in each step of the LEAN Six Sigma “DMAIC” process.  
By making notes themselves, they were able to make it meaningful and understandable for future use on their projects.  
See subsequent two pages for a copy of the job aid.

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**Results** Following the addition of the job aid, I heard less “grumbling” and received positive feedback. Additionally, the participants performed better on their end-of-course assessments.

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**Classifications** The table below lists two classifications and the recipients of this work sample.

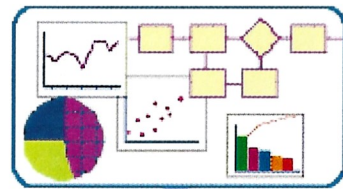
| Performance Experience Design <sup>1</sup> | Characteristics <sup>2</sup>      | Recipients                         |
|--|-----------------------------------|------------------------------------|
| Innovative                                 | Creative                          | Corporation's<br>Employees-General |
| Seeks learner input                        | Responding to student<br>feedback |                                    |
| Empathy                                    |                                   |                                    |
| Measures improvement                       |                                   |                                    |

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<sup>1</sup> [Click here](#) to view list and descriptions of Performance Experience Design characteristics

<sup>2</sup> Reason(s) it was provided as a work sample

# Analyze



EXAMINE PROCESS & DATA



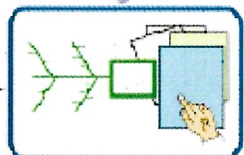
NO

YES

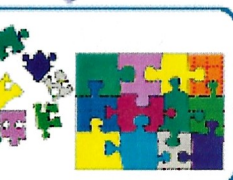


Move to IMPROVE

Fishbone



DEVELOP ROOT CAUSE HYPOTHESES



INVESTIGATE & VERIFY ROOT CAUSE

If causes don't prove correct

Scatter plots  
Logical cause testing  
Chi-square  
Confidence test

# Improve

Good for cycle time reduction projects

Deployment mapping (swimlanes)

VA/IVA/VE Analysis

Pareto, histogram, box plot  
main effects plot, run chart



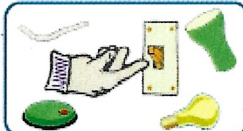
GENERATE SOLUTION IDEAS



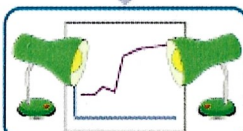
NARROW IDEAS & DEVELOP PROPOSED SOLUTIONS



If proposed solutions aren't viable



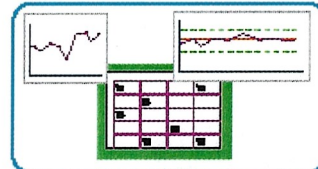
PLAN & TEST IMPROVEMENT SOLUTION



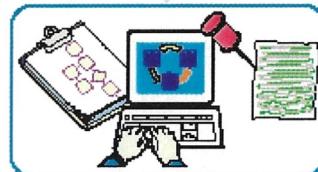
EVALUATE, REFINE & EXPAND SOLUTIONS

Brainstorming:  
Channeling, Idea  
Box, Anti Solution,  
Analogy, Musical  
Chairs, Chain Letter,  
Billboard

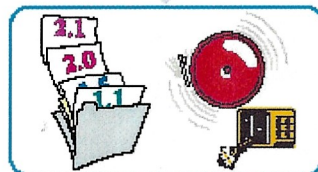
# Control



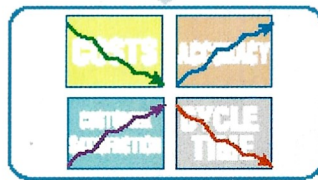
PLAN ONGOING MEASUREMENT



DEVELOP DOCUMENTATION



PREPARE REVISION & RESPONSE PLANS



MAINTAIN & EXPAND THE GAIN

FMEA Ctrl Phase  
template → Response Plan  
Revision plan

# Analyze



EXAMINE PROCESS & DATA

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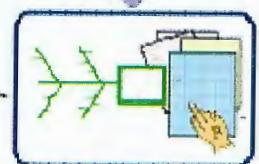
YES

Use appropriate Design/Redesign Analysis



NO

Move to IMPROVE



DEVELOP ROOT CAUSE HYPOTHESES

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INVESTIGATE & VERIFY ROOT CAUSE

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# Improve



GENERATE SOLUTION IDEAS

Brainstorming:  
Channeling, Idea Box, Anti-Solution, Analogy, Musical Chairs, Chain Letter, Billboard

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NARROW IDEAS & DEVELOP PROPOSED SOLUTIONS

If proposed solutions aren't viable



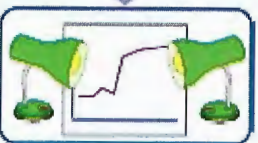
PLAN & TEST IMPROVEMENT SOLUTION

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EVALUATE, REFINE & EXPAND SOLUTIONS

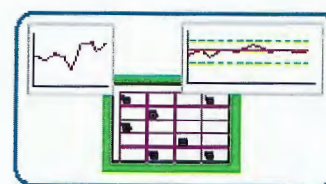
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# Control



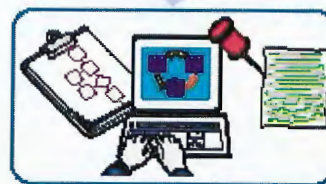
PLAN ONGOING MEASUREMENT

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DEVELOP DOCUMENTATION

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PREPARE REVISION & RESPONSE PLANS

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MAINTAIN & EXPAND THE GAIN

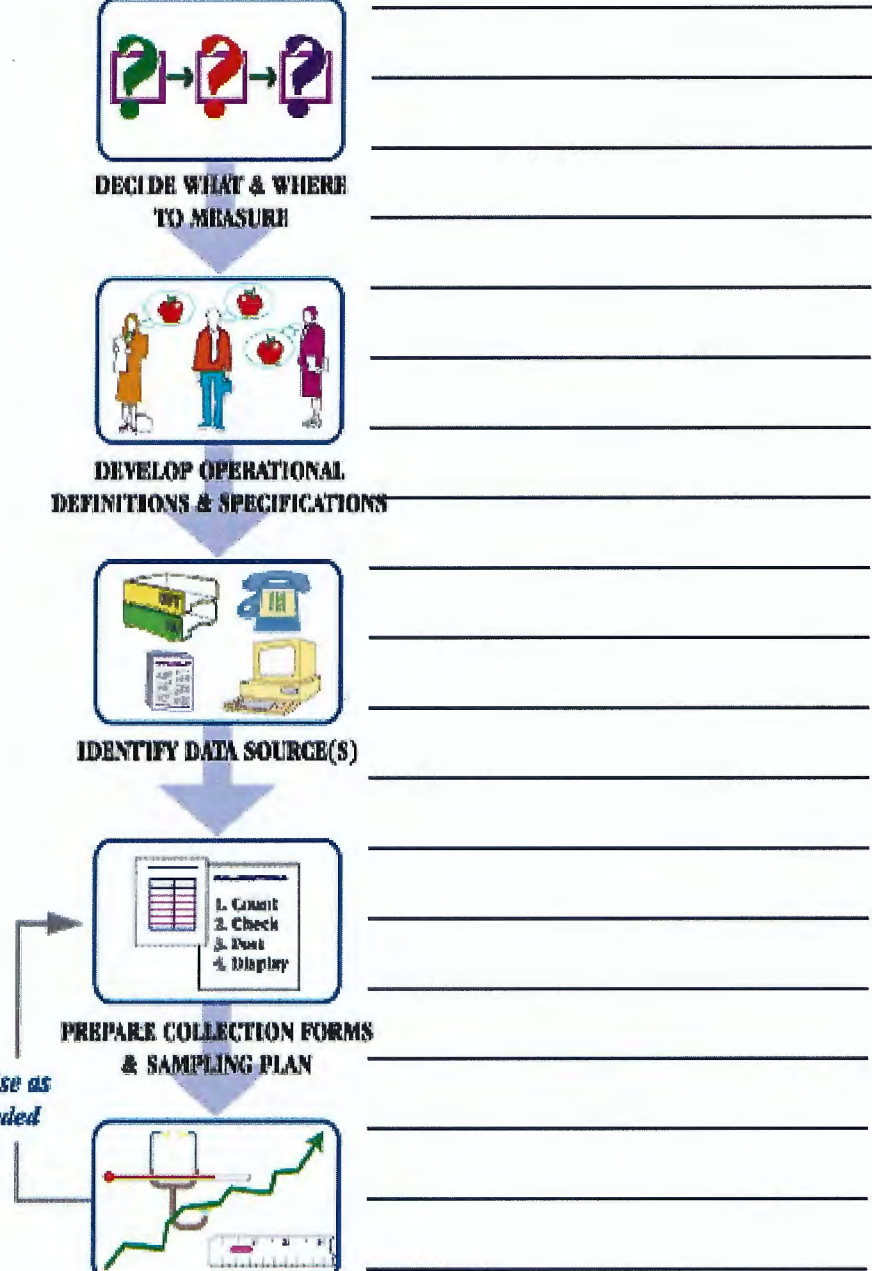
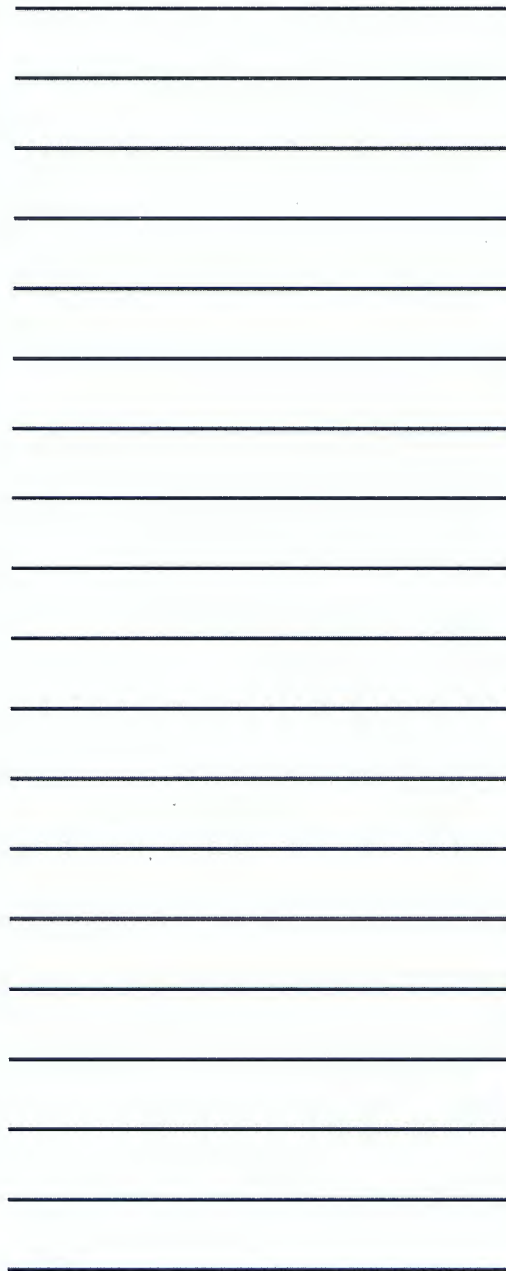
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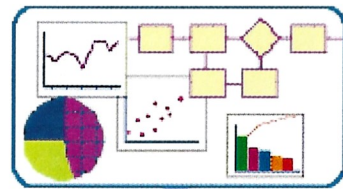
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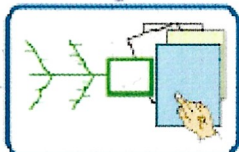
# Analyze



EXAMINE PROCESS & DATA

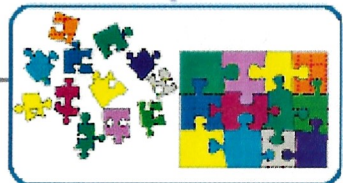


NO



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HYPOTHESES

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Design/Redesign  
Analysis

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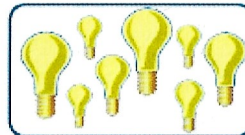
NO

Move to IMPROVE

Fishbone

Scatter plots  
Logical cause testing  
Chi-square  
Confidence test

# Improve

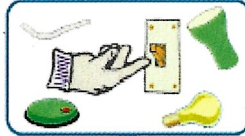


GENERATE SOLUTION IDEAS

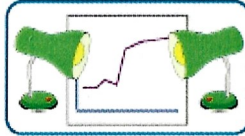


NARROW IDEAS & DEVELOP  
PROPOSED SOLUTIONS

If proposed solutions  
aren't viable



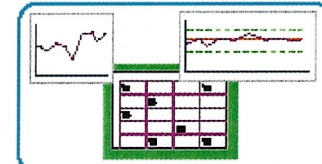
PLAN & TEST  
IMPROVEMENT SOLUTION



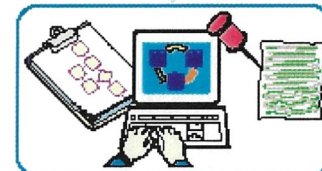
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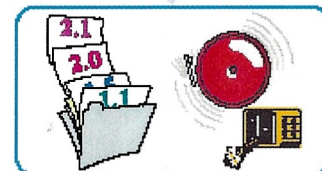
# Control



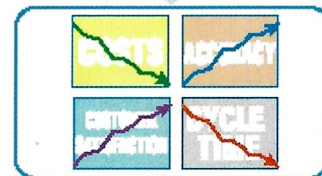
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