

Continuous Improvement White Belt Training Programme Outline

Summary: A series of introductory-level modules designed to build basic understanding of the value and principles of Continuous Improvement AND to build practical skills that can be applied in the work place on a daily basis. The format allows delegates to apply their learning within the session prior to applying it in their workplace with the support of their Managers. A certificate of competence will be issued to those who complete all 4 mandatory modules and submit acceptable evidence of application (typically a 1-page “report” either individually or in small groups). The programme acts as a building block towards the CI Yellow Belt programme allowing easy progression from one level to the next. It also helps ensure delegates fully support each other through a shared language and a common toolset.

Aimed at: Shop Floor Operators and Office Staff.

Prior qualifications/experience: No specific qualifications/experience is required.

Duration: 4 x 2-hour modules.

Format: Short, simple, practical sessions that are highly engaging and using a range of learning resources. A single classroom-based activity forms the thread for each module and is used to draw out key learning points prior to short shop-floor activities allowing application of learning in the workplace.

Resources: No computers are required BUT a classroom with easy access to the shop floor and offices is highly desirable.

Aims:

- Drive a “don’t walk by” and obsessive attitude towards CI
- Deliver improvements in the workplace as part of the programme and use these as the basis for building a CI culture
- Establish a robust method for Problem Solving and Process Improvement and incorporate both Lean and Six Sigma tools
- Develop capability to deliver the programme internally

Objectives: By the end of the programme, participants will be able to:

- Explain and/or demonstrate Lean and Six Sigma principles and the value of applying these in the business
- Identify opportunities for Continuous Improvement in daily activities
- Apply a range of Lean and Six Sigma tools to daily activities (straight away and autonomously, delivering quick wins)
- Explain and/or demonstrate their role in driving a Lean Six Sigma CI culture for the business

Leadership and Personal Development, Strategic Management, Lean Six Sigma & Quality Tools

Modules and Key topics to be covered:

- 1) How do we Improve? (CI overview plus learning to see the opportunities)
 - Strategic message/business case
 - 5S
 - 8W
 - Standardisation – what and why?
 - Problem Statements
 - Customers and Suppliers
 - Methods for improvement
 - Team Working

- 2) Where are we now? (Define)
 - Containment
 - Go Look See
 - Process Mapping tools
 - Scoping and “Is/Is not”
 - C&E

- 3) Where are we going? (Measure and Analyse)
 - Data collection planning
 - Collecting good quality data
 - Measures of performance
 - SMART objectives
 - 5 Why
 - Root Cause Analysis

- 4) How do we get there? (Improve and Control)
 - Identifying and prioritising opportunities
 - Implementation planning
 - Validation of improvements
 - Control and Reaction
 - Visual Management
 - Replication and sharing
 - CI Charter