

# Lean Six Sigma White Belt (Appreciation) Training

## Brief training overview

Our White Belt (Six Sigma Appreciation) training is tailored to client needs but is usually a one day course primarily addressed at people who are not personally part of a Six Sigma project team, but who may be directly or indirectly affected by the activities of Six Sigma project teams. It provides general awareness of the Sigma methodology and aims to demystify the subject for people new to Six Sigma.



## About us

**Paloma Consulting Limited** is a specialist provider of Lean Six Sigma training. A selection of project overviews, along with our Black Belt Training, Green Belt Training, Yellow Belt Training and Six Sigma Project Email Review, Support and Certification brochures can be viewed by visiting our website.

## Our Approach

Class tuition consists of a mixture of presentations, individual and team based exercises and extensive discussion. We build understanding by promoting an informal relaxed environment where participants feel able to ask questions, however basic (or advanced), and know they will be answered from experience.

## Typical Training Content

The detailed content of our Appreciation training is tailored in each client to suit participant needs. Typical course content includes an overview of Lean Six Sigma, an explanation of the benefits of Six Sigma for an organisation and its employees, Six Sigma roles and responsibilities, and an overview of the phases and tools employed in each of the phases of a project. Examples of past projects are shown and discussed, and a dialogue is held on the sorts of issues encountered by the various parties engaged in or affected by Lean Six Sigma projects and the contributions they make to the success of projects. We discuss the Six Sigma project phase contents and objectives for the project teams during each phase of a Lean Six Sigma project.

## Accelerating savings

When training Black Belts, Green Belts and Yellow Belts we stress how vital it is that the chosen project needs to be of a suitable scope for a training project, which will deliver an improvement in the process and a financial saving and which has the necessary data available for a first project. It is likely that the project team will have to ask other people within or outside the organisation for assistance in explaining how processes work or to provide data. The speed and accuracy with which this assistance is provided can have a major impact on the time taken to complete the project, and yet often the persons providing the assistance have little or no understanding of why they are providing this help, or what effect not providing assistance can have on the organisation as a whole. Appreciation training can position the expectations of others in the organisation, customers and suppliers about what Lean Six Sigma, deployed correctly, can deliver. It can also replace scepticism with enthusiasm.

## Phase Content and Objectives

In the **define phase** the aim is to identify what is important to customers of the project and to ensure that the project scope meets their requirements.

Deliverables include a project definition, problem statement, objectives and metrics, identified team members and a process owner.

In the **measure phase** the aim is to identify what to measure and how to validate the adequacy of the measurement system. Current performance is quantified and a challenging but achievable improvement target is estimated.

Deliverables include a focused problem statement, formal measurement system analysis, detailed process maps and baseline process capability

In the **analyse phase** the aim is to identify causes of variation and defects.

Deliverables include statistical evidence that identified causes are real, and firm improvement and financial saving targets.

In the **improve phase** the aim is to determine ways to counteract causes.

Deliverables include evidence showing how the optimum input settings were obtained and that the implemented solutions have had a significant impact on process performance.

In the **control and savings phase** phase the project team and process owner put robust controls in place. Deliverables include new process capability data showing a sustained improvement, a comparison of new performance with target and pre-project performance, cost savings and customer related benefits validated by both finance department and the project champion.

Paloma Consulting Limited Master Black Belts have been responsible for judging Best in Europe Six Sigma projects and for writing the Black Belt certification criteria for a leading national body.

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