

Tools for process excellence in safety and risk management

Lean Six Sigma and 5S application workshop

Zurich Services Corporation is offering special seminars for various Six Sigma training and 5S Lean techniques.

Our workshops are structured in various formats, including:

- One-day White Belt
- Five-day Green Belt
- 15-day Black Belt (available upon request)

They are held on either a regional basis for multiple customers or at your facility for single customer requests. Our hands-on curriculum combines lectures, videos and small working groups to create an optimum environment for learning how to apply the Six Sigma process and implement 5S Lean principles into your business culture.

What is Lean Six Sigma?

Many world-class companies have successfully implemented these concepts into their culture. The effort to attain top quality actually costs much less than finding and fixing defects in a product or process. The concepts are an investment in quality, which allows companies to systematically analyze processes and capabilities. The goal is to attain near-perfect results in a precise, accurate and consistent manner.

This is accomplished through focusing on root causes and implementing specific control measures. The end result reduces unwanted wastes and streamlines efficiency, thereby leveraging your position in the marketplace.

The foundation of Six Sigma lies with statistics and probability, comparing specifications to a desired outcome. In simple terms, a part or process variation is measured in defects per million opportunities, and the Sigma level is actually the level of deviation from the mean on a distribution curve. Six Sigma utilizes a five-step "DMAIC" process: Define, Measure, Analyze, Improve and Control.

5S Lean ties in very well with Six Sigma, as it translates into a fundamental "clean up" of the visual workplace. These concepts lead to improved levels of lead-time, quality and reduced costs. 5S lean helps identify "hidden factors" in workflow, which then translate into opportunities for improvement and standardization. The five S's were actually derived from the Japanese, but, in English words, they stand for: Sorting, Storage, Shining, Standardizing and Sustaining. More recently, professionals have been including a sixth S, Safety.

Six Sigma Belt levels have different roles and responsibilities within an organization. All employees can benefit from White Belt training, as they are responsible for continuously increasing customer value and productivity. Managers, supervisors and professionals are responsible for implementing process improvements; therefore, they make excellent Green Belt project leaders. Brown Belt candidates have a further understanding of design of experiments, hypothesis testing and application of project tools. People that wish to drive breakthrough improvements and support teams complete the Black Belt training. Ultimately, highly motivated people will strive to attain Master Black Belt status, a role that performs certification training, mentoring and business leadership strategies.

White Belt 1-day Workshop

April 30, 2012

Zurich
1400 American Lane
Conference Room: France
Schaumburg, IL 60196

Green Belt 5-day Workshop

April 30 – May 4, 2012

Zurich
1400 American Lane
Conference Room: France
Schaumburg, IL 60196

Mark your calendar now!

**For more information,
contact Christy Mogensen
at 866-777-9812 or visit
www.zurichna.com**

Who should attend?

Everyone is responsible for producing quality in a product, process or transaction. However, this training is best suited toward those who are responsible for quality control, quality improvement, continuous improvement, business planning, engineering and risk management/safety. Our courses focus not only on traditional manufacturing and production principles but also include transactional and risk management examples. Begin by gaining insight into your current business processes:

- How good are they?
- How good could they be?
- What is limiting them from getting better?
- How can they be improved?

You'll learn from highly experienced instructors

Students will learn from a combination of Black Belts from Zurich Services Corporation's risk engineering and Master Black Belt instructors with industry-recognized educational and quality certifications.

Candidates completing a session are required to return to the facility to conduct a Six Sigma problem-solving experiment before attaining certification. Participants must demonstrate satisfactory proficiency in the classroom, as a team member and as a leader, and achieve a passing score on the final examination.¹

For further details about the course, please call Christy Mogensen at 866-777-9812, e-mail her at USZ_RERegistrations@zurichna.com or visit www.zurichna.com/zna/products/product/educationandtrainingresourceshtm#acframe0.

Course fees:

White Belt \$399 per person

Green Belt \$1900 per person

¹The Six Sigma trainers will determine if the candidate achieves satisfactory proficiency and earns certification. Completion of the course does not guarantee certification.

Current course offering

Six Sigma White Belt

- Six Sigma acronym list
- Six Sigma and Lean Concepts
- Team Chartering & Problem Statements
- Process Mapping & Input-Process-Outputs
- Failure Mode & Effects Analysis
- Control Plans & Mistake Proofing

Six Sigma Black Belt

- Curriculum available upon request

Six Sigma Green Belt

- Problem statement
- Goal tree
- Project/team charter
- Project plan
- Output – customer requirements
- Input – supplier requirements
- IPO process map
- C/N process map
- Product/process map
- Measurement System Analysis (MSA)
- Failure Mode Effect Analysis (FMEA) t-test & F-test
- Histogram
- Pareto chart
- Control plans

Zurich Services Corporation

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