



Six Sigma Green Belt Certification Program

Six Sigma for Financial Services

How Six Sigma Add Value to Financial Services?

1 June 2006 ~ 3 August 2006



Objectives

Service Six Sigma Green Belts are a vital part of a successful Six Sigma programme. Many service organizations begin Six Sigma deployments by training Champions, Black Belts and Green Belts. They involve a larger critical mass of people to achieve breakthrough results from their Six Sigma initiatives. Service Green Belt training is on how to apply the Six Sigma tools customized for financial services **in achieving breakthrough improvements in customer satisfaction, cost reduction process improvement and cycle time reduction.**



This course has been included in the list of reimbursable courses for CEF purposes

Program Outline

MODULE 1

Identification of Six Sigma Project in the Organization

- Overview of Six Sigma
- Organize for Six Sigma
- The Six Sigma Process
- Voice of the Business & Customer
- Translating Customer needs into Specific Requirements (CTQ)
- Problem Identification
- Cost of Poor Quality
- Project Definition
- Project Team Charter
- Critical to Quality Tree
- Focused Problem Statement
- Project Charter

MODULE 2

Structured Approach to collect data and information for your Six Sigma Project

- Creation of Six Sigma Project Team
- Effective team meeting skills
- SIPOC Program
- Process Mapping (Is Map)
- Application of Statistics in Six Sigma Project
- Data collecting techniques and collection plans
- Measurement system analysis
- Process Capability
- Statistical Process Control 1
- Calculating Sigma Level

MODULE 3

Building the Six Sigma Analytical Tool Kit

- Detailed process mapping of critical areas
- Determine opportunity for improvement
- Value-added analysis
- Verification of root causes
- Hypothesis testing
- Muda – the Seven Wastes
- 7 Tools
 - ◆ Check Sheets and Data Collection Sheets
 - ◆ Histograms
 - ◆ Cause and Effect (Fishbone) Diagrams
 - ◆ Scatter (Plots) Diagrams
 - ◆ Pareto Analysis and Diagrams
 - ◆ Project Management tools
 - ◆ Control Charts

MODULE 4

Team Dynamics – Working with and through others to get project breakthrough

- Team Dynamics
- Consensus Building
- Encouraging Creativity
- Group Think
 - ◆ Brainstorming
 - ◆ Multi-Voting
 - ◆ Quality Function Deployment
 - ◆ Failure Modes and Effects Analysis (FMEA)
 - ◆ Poka-Yoke (Mistake proofing your new process)
- Implementation Planning
- Piloting your Solution

MODULE 5

Sustaining gains and institutionalizing change with your Six Sigma Project

- Gaining acceptance and communicating changes
- Making changes last through:
 - ◆ Develop a Process Control Plan
 - ◆ Assessing the result of Process Control Plan
 - ◆ Statistical Process Control
 - ◆ Continuous improvement plan
 - ◆ Document the process – Project Storyboard
- Managing knowledge learned and building intellectual capital

Target Audience

- First and second level team leaders and managers.
- Quality and process improvement professionals.
- Those professionals interested in becoming Six Sigma Certified.

Award

Those who passed the examination can register with SixSigma Institute for the Registered Quality Professionals (Service Green Belt) and accredited with the title of RQP (SGB).

Please turn over for more details!



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Program Details

Date : 1(Thu), 8(Thu), 15(Thu), 22(Thu), 29(Thu) June;
6(Thu), 13(Thu), 20(Thu), 27(Thu) July;
3(Thu) August 2006

Time : 6:45pm - 9:45pm

Duration: 30 Hours (10 Sessions)

Venue : 3/F Guangdong Investment Tower,
148 Connaught Road Central, Hong Kong
(Sheung Wan MTR Station Exit C)

Language: Cantonese
(supplemented with English material)

Fees : HK\$5,900.00 (for Member)
HK\$6,500.00 (for Non-member)

Early Bird : A 10% off the course fees for enrollment
received on or before **11 May 2006**

Enquiry : Ms Emily Wong at 2153 7879



香港銀行學會
The Hong Kong Institute of Bankers



Registration Form

Six Sigma Green Belt Certification Program (06-0317)

Will you apply for Continuing Education Fund (CEF) ?

 No

Yes ⇒ Is it the 1st time you apply for Continuing Education Fund (CEF)?

 No

Yes ⇒ Please send the CEF application form to the Institute before **24 May 2006**.

Institution Name: The Hong Kong Institute of Bankers

Institution Code: 302

Course Code: 21Z04696-9

(as on I.D. Card)

Full Name : Mr/Ms

Chinese

Membership no.:

Organization :

Position :

Telephone :

Facsimile :

E-mail :

Mobile :

Address :

Payment Method : Crossed cheque made payable to **The Hong Kong Institute of Bankers** (Cheque no.: _____)

Credit Card : VISA Mastercard Amount: HK\$ _____

Cardholder Name : _____ Signature : _____

Card No. : _____ Expiry Date : _____ (mm/yy)

Terms and Conditions

- All fees paid are non-refundable.
- Participants who have settled payments will receive course confirmation by e-mail 7 days prior to the course date.
- In case of over-subscription, priority will be given to those who have settled the course fees.
- We reserves the right to cancel, modify and/or postpone the course.
- All courses will be held as scheduled if Typhoon Signal No. 8 or above/Black Rainstorm Warning is lowered 3 hours before the course's start time.