



THE UNIVERSITY OF
MELBOURNE

Lean Six Sigma Green Belt for Higher Education

Business Process Management Professional Education

Contacts

For general enquiries, please contact
Melbourne School of Professional and
Continuing Education
E: continuing-education@unimelb.edu.au
T: +61 3 8344 0149

Lead Academic contact:
Professor Marcello La Rosa
marcello.larosa@unimelb.edu.au
+61 3 8344 9887

The workshop will cover:

- Introduction to Lean Six Sigma
- Waste analysis with Lean
- The DMAIC cycle
 - **Define** – Definition of core processes
 - **Measure** – Measurement of relevant processes and quality criteria
 - **Analysis** – Problem analysis with process analysis tools and techniques
 - **Improvement** – Searching for process solutions
 - **Controlling** – Development and implementation of process monitoring
- Lean Six Sigma and Business Process Management
- Lean Six Sigma and Agile
- How to prepare for the IASSC Lean Six Sigma Green Belt certification exam

March, June and October 2019



Improve the quality of your business processes and reduce business waste with this five-day workshop on Lean Six Sigma at the Green Belt level, specifically designed for the Higher Education sector.

The Workshop

Lean Six Sigma is a rigorous and disciplined methodology that uses organisational data and statistical analysis to measure and improve the performance of an organisation's business processes. The objectives are to eliminate waste, defects, rework and mistakes, as well as to improve quality and reduce variance in process outputs. Internally, this will result in staff efficiency and profitability. Externally, this will lead to an increase of customer satisfaction and competitiveness.

The University of Melbourne's five-day workshop on Lean Six Sigma Green Belt for Higher Education is part of our Business Process Management training series. The course provides a comprehensive coverage of the Six Sigma DMAIC approach (Define, Measure, Analyse, Improve and Control) while incorporating principles and techniques from Lean Management.

Various statistical analysis techniques will be presented throughout the course and put in practice using practical examples and supervised exercises drawn from the Higher Education sector. The course content is aligned with the *Universally Accepted Lean Six Sigma Body of Knowledge for Green Belts*, developed by the International Association for Six Sigma Certification (www.iassc.org). At the end of the course, participants will receive instructions on how to prepare for the certification exam, based on this body of knowledge.

The Audience

This course addresses the needs of Higher Educational professionals involved in continuous improvement projects. These include professional staff such as managers and directors, business analysts and process analysts, as well as IT staff such as solution architects.

“Very thorough course. Has great concepts to apply in the workplace.” – May 2017

“The presenter was helpful and approachable and introduced the material in an interesting and easy-to-follow manner.” – July 2018

The Delivery Team

The workshop will be delivered by Patrice Moutou, certified Lean Six Sigma Master Black Belt, under the leadership of Professor Marcello La Rosa from the School of Computing and Information Systems. At the end of the course, Brendan Snowden, Associate Director, and Murtuza Kapadia, Continuous Improvement Manager, from the University’s Service Improvement team, will intervene to highlight actual university projects and experiences that participants can easily relate to.

Patrice Moutou is a business improvement consultant experienced in different aspects of business transformation. Driven by a passion for improved business efficiency and effectiveness, for the last 15-years he has devoted his attention to the application of the Lean Six Sigma methodology to different organisations, yielding benefits worth several million dollars within small, medium and large corporations both in Australia and overseas. His approach to business improvement is through strong people engagement and by ensuring a firm alignment between project requirements and strategic objectives of the organisation.

The **Service Improvement team** was established at the University in 2017 to support academic divisions and professional staff portfolios to identify and implement business improvements. The team has two specialty arms: a continuous improvement consultancy, and a robotics process automation development group. Drawing on the DMAIC model and developing fit-for-purpose approaches, including elements of Human-Centred Design and change management methodologies, the Service Improvement team brings real-world examples to life, illustrating how theory translates into practice in the complex higher education environment.

Enrolment information

The course is offered as a 5-day workshop at The University of Melbourne’s Parkville campus. The fee of **\$3,600** (+GST) per person includes catering, course material, additional readings, comprehensive feedback, and preparation for the certification exam.

Discounts available:

- A 25% early-bird discount applies for completed enrolments made 1-month prior to the course delivery
- a 25% discount applies to *UoM employees and students*. **UoM employee enrolment** is via [TrainME](#). Search ‘lean six sigma green belt’. **Students** use promotional code ‘STUDENT’ when booking*

- A 15% discount applies to University of Melbourne Alumni. Use promotional voucher ‘ALUMNI’ when booking*
- A 10% discount applies to members of the Lean Higher Education Network. Use promotional voucher ‘LEAN’ when booking*

Discounts are not cumulative

* **Book your enrolment via [TryBooking](#)**

A Certificate of Participation is issued upon completion of the course.

Participants can also choose to take an online certification exam through the International Association of Six Sigma Certification website (<http://iassc.org>). This exam incurs an extra fee.

Get in touch



www.unimelb.edu.au



info@unimelb.edu.au



facebook.com/unimelb



Instagram.com/unimelb



twitter.com/unimelb



youtube.com/unimelb