



# LEAN 6-SIGMA TRAINING PROGRAM

## **Program Summary:**

Earlier this year, the Governor’s Office of Business and Economic Development (GO-Biz) and the Government Operations Agency (Gov. Ops.) partnered together to pilot a new training program that would specifically address process-based issues that were causing delays in services to both internal and external stakeholders. We partnered with Global Productivity Solutions to provide Lean-6 Sigma Greenbelt training to 11 departments. Over a 6 month period, the participants received training on complex analytical and statistical tools that identify waste and inefficiencies in processes.

This certification program is not your typical training. While classroom training is a valuable and necessary component, certification is gained through the completion of a project within the Green Belt’s department. As a result, the participants have completed projects that have vastly improved the efficiency and operation of a number of processes within each department. The resulting improvements have a direct positive impact on governments’ interaction with the public.

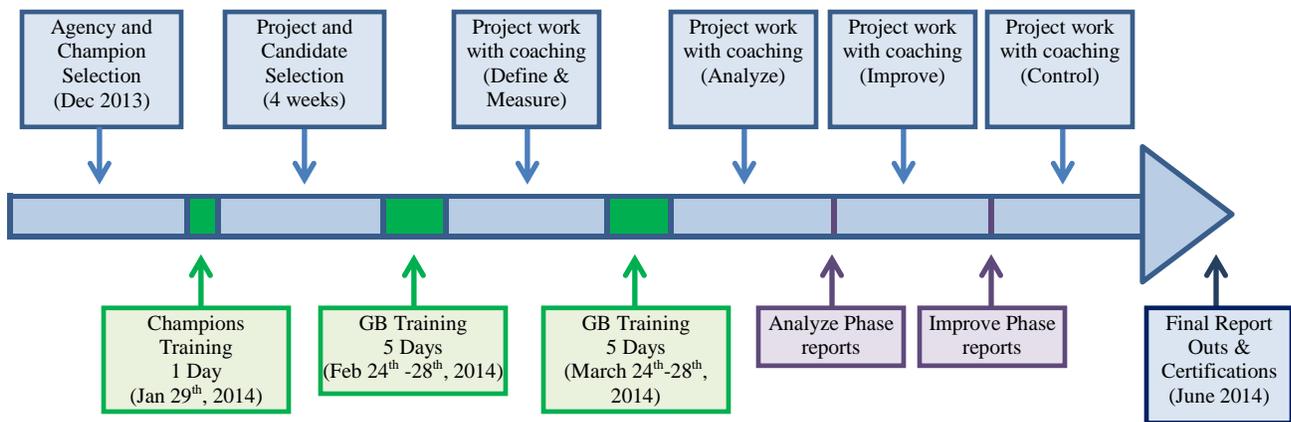
## **Description of Green Belt and Champion roles:**

Each project had a Project Champion and a Green Belt Trainee. Project Champions attended a one-day training the last week of January 2014. Champions worked with the trainer to finalize a project and identify a Green Belt trainee. Green Belts were trained during the last week of February 2014 and the last week of March 2014.

**Green Belt Candidates** are top performing personnel who embrace the opportunity to drive transformational improvements in their areas of work. Green Belts demonstrate excellent leadership skills, technical abilities, and enthusiasm for making changes for the better. The Green Belts are trained in the Lean Six Sigma tools; receive one-on-one mentoring from the trainer who is a master black belt.

**Project Champions** are management staff that have the ability to mentor and support the Green Belts and the projects—typically they are the upper management who oversee the processes that are to be improved by the Green Belt projects. The Champions should have the ability and position to remove barriers and communicate the Lean Six Sigma process and results to executives and other managers.

## **Program Timeline – Duration: 6 months**



On Tuesday, July 22nd, 2014, GO-Biz celebrated the certification of the participating green belts and the completion of their projects.