

# LEAN SIX SIGMA *YELLOW BELT* *CERTIFICATION*

- Take the first step in your Lean Six Sigma journey.
- Discover proven techniques and practical tools to build your problem-solving and analytical skills.
- Successfully lead focused process improvement projects.

You'll leave with a Yellow Belt Certificate and new skill sets that can be applied immediately in your business.

## WHEN:

April 6, 2018  
8:00am to 5:00pm

## WHERE:

Livingston & Haven Headquarters  
11529 Wilmar Blvd.  
Charlotte, NC 22873

 **Livingston & Haven**



## PRESENTED BY



**RIVERWOOD**  
ASSOCIATES

## REGISTRATION

**\$500** Registration

Includes course materials, certification exam, light breakfast & lunch.

**CLICK TO REGISTER**

[tinyurl.com/YB-CHAR0418](http://tinyurl.com/YB-CHAR0418)

Contact: Peter Sherman  
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[www.riverwoodassociates.com](http://www.riverwoodassociates.com)

## About This Workshop

**Lean Six Sigma (LSS)** is a powerful process improvement system that helps businesses streamline operations, reduce waste and increase productivity. The result is greater profitability and increased customer satisfaction.

The **LSS Yellow Belt Certification** is the first step in a journey to build your problem-solving and analytical skills. This one-day course combines classroom training with practical applications. Prior to training, you'll identify a project using our "pain point" process. During class, you'll receive training and tools that provide structure for LSS problem-solving. Individual and team exercises reinforce key concepts which you apply on your project. At the end of the course, you'll take the Yellow Belt examination. Minimum score of 80% to receive certification. Participants should bring a notepad and a basic calculator.

## How You Will Benefit

- Understand the DMAIC process improvement framework — Define, Measure, Analyze, Improve, and Control.
- Apply powerful analytical tools to identify and verify root causes.
- Discover proven techniques for improving processes.
- Successfully lead focused process-improvement projects.

## What You Will Learn

- Lean Six Sigma Methodology
- DMAIC Framework
- 8 Wastes in the Office, Manufacturing, IT, and Healthcare
- Value Add vs. Non-Value Add
- Push vs. Pull flow
- Variation
- Problem Definition
- SIPOC Diagram / Value Stream
- Process Mapping
- Lean and Six Sigma Performance Metrics
- Root Cause Analysis Tools
- Improvement techniques (Checklists, Poka-yoke, Visual Management, 5S, Kanban)
- Control Charts

## About the Facilitator



**Peter J. Sherman** brings more than 25 years experience leading process improvement programs in manufacturing, technology and healthcare.

Peter is a Certified Lean Six Sigma Master Black Belt, ASQ Certified Quality Engineer, and APICS Certified Supply Chain Professional.

From 2010-14, Peter served as Director of Process Excellence for Cbeyond Communications, a publicly-traded, \$500M revenue telecommunications provider based in Atlanta, GA. Previously, Peter was a Master Black Belt with AT&T for 10 years.

Peter began his career in Japan as a visiting M.I.T. Scholar in 1986-87. There he worked with Dr. Edwards Deming, the noted American Quality expert. Peter learned first-hand Japanese quality practices including the Toyota Production System and Kaizen. Later, he served as Lead Instructor of Emory University's Six Sigma Program in Atlanta, GA. Peter has authored more than 60 articles on Lean Six Sigma and quality.

Peter holds a B.S. in Building Construction from the University of Florida, a Master's in Civil Engineering from M.I.T. and an MBA from Georgia State University. Currently, he is Chair Elect of the ASQ Atlanta Section and a member of APICS.



RIVERWOOD  
ASSOCIATES

## Why Choose Riverwood Associates for Lean Six Sigma Training?

Riverwood Associates is a leading provider of Lean Six Sigma training for businesses and individuals. Our trainers are industry practitioners with more than 25 years of experience in the practical application of Lean Six Sigma methods and techniques. Riverwood Associates training programs are interactive, combining instruction with actual problem-solving applications. We provide training that enables participants to build problem-solving skills, streamline operations in their businesses, and increase profitability, quality, and customer satisfaction.

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