



## Six Sigma Green Belt-Financial Services

### Module 1 – The Beginning of Six Sigma

- Introduction to Six Sigma Green Belt\*
- What is Six Sigma?
- The History of Six Sigma
- Prominent Figures in Six Sigma
- DMAIC Methodology Overview\*
- The Project Charter\*

### Module 2 – Data Collection Plans, Part I

- The Project Scope of a Team\*
- Team Dynamics
- Paradigm Shifts\*
- Determining Customers, Needs and Requirements\*
- Quality Function Deployment and the House of Quality
- Critical to Quality Tree and Kano Model
- Process Mapping and SIPOC

### Module 3 – Data Collection Plans, Part II

- Data Collection Plan – Part I\*
- Data Collection Plan – Part II\*
- Data Collection Plan – Part III\*
- Calculating Baseline Sigma\*
- Quincunx Process Demonstration\*
- Types of Data\*

### Module 4 – Root Cause Analysis

- Basic Data Analysis\*
- Basic Process Analysis\*
- The Big Picture
- Root Cause Analysis\*
- Hypothesis Testing\*

### Module 5 – 7M Tools

- Measures of Central Tendency
- Concept of Standard Deviation – Part I
- Concept of Standard Deviation – Part II
- Determining Project Solutions\*
- Prioritization Matrix\*
- Affinity Diagrams
- Metrics
- 7M Tools\*
- Interrelationship Diagrams

### Module 6 – Control Charts

- QxA=E
- Maintaining Solutions\*



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Introduction to Control Charts  
Control Charts Conceptually  
Control Chart Construction – Part I  
Control Chart Construction – Part II  
XmR Chart\*  
Pre-Control\*  
Attribute Charts – p Charts\*  
Other Attribute Charts – np, c, and u  
Module 7 – Process Capability  
Process Capability – Part I\*  
Process Capability – Part II\*  
Process Capability – Part III\*  
Distributions – Part I  
Distributions – Part II  
Distributions – Part III  
Reliability  
Weibull Distribution  
Chi Square Distribution\*  
Multi-Vari\*  
Point and Interval Estimation  
FMEA and DOE\*  
Module 8 – Other Tools and Techniques  
Design of Experiments – Part I\*  
Design of Experiments – Part II  
Design of Experiments – Part III  
Building Charts  
Ten Questions Regarding Six Sigma\*  
Course Wrap-Up

\* Additional Financial Services lecture material