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Sign up

Lean Six Sigma Yellow Belt Certification Training

ALL-IN-ONE: EXAM INCLUDED IN PRICE

3 days (21 hours)

Presentation

Lean Six Sigma Yellow Belt is an introductory certification in operational excellence. It provides an understanding of how to eliminate waste, make processes more reliable and structure improvements within the scope of your work.

Our Lean Six Sigma Yellow Belt training course will enable you to master the fundamental tools of the DMAIC method and apply the main Lean levers in a technological or IT context.

You'll be able to identify waste in a production or support flow, analyze the causes of a recurring incident, map an inefficient process, and formalize sustainable improvements.

Lean Six Sigma Yellow Belt gives you the foundations to collaborate effectively on continuous improvement projects, reinforcing the logic of quality, customer culture and operational performance.

Following this training, you will be able to structure problem-solving approaches and actively contribute to the reliability of IT, DevOps or software processes.

Like all our training courses, this one is based on the latest Lean Six Sigma practices.

Objectives

- Understand the fundamentals of Lean and Six Sigma
- Identify waste and breakpoints in a process
- Apply the DMAIC method to simple problems

- Use basic quality tools (SIPOC, 5 Whys, Ishikawa, Pareto...)
- Contribute actively to continuous improvement projects within your team
- Map a business process and improve its performance

Target audience

- DevOps
- Product Owners
- Scrum Masters
- Project managers
- Developers

Prerequisites

- No technical or statistical prerequisites
- Experience in a project, IT, support, development or product team is a plus

Understanding the Lean Six Sigma approach

- Origins of Lean and Six Sigma
- Common objectives: reducing waste and improving quality
- Logic of continuous improvement and customer satisfaction
- Notions of variability, performance and process
- Different levels of certification (White, Yellow, Green, Black Belt)

The fundamentals of operational excellence

- What a process is and why optimize it
- Introduction to Lean thinking in services and IT
- Differences between added and non-added value
- Identifying waste in a technological context
- The culture of progressive, participative change

Listening to customers and the voice of the user

- Understanding internal and external needs (VoC)
- Translating expectations into critical requirements (CTQ)
- Notions of perceived and actual performance
- Identifying irritants in the user experience
- Satisfying expectations while controlling resources

Mapping and visualizing processes

- Defining process boundaries (suppliers, inputs, outputs)
- Use the SIPOC tool to clarify a perimeter
- Build a Value Stream Map (VSM) step by step
- Identify bottlenecks and wasted time
- Involving teams in flow mapping
- Workshop: Creating a SIPOC or VSM map for an IT or DevOps process

Adopting a structured approach with DMAIC

- The 5 phases of the approach: Define, Measure, Analyze, Improve, Control
- When to apply DMAIC vs. other methods (PDCA, Agile)
- Pose a clear, measurable problem
- Define simple performance indicators
- Follow a factual, data-driven logic

Identify the root causes of problems

- Differentiate between symptoms, direct causes and root causes
- Use the 5 Whys to get to the root cause
- Use the Ishikawa (or 5M) diagram to explore possible causes
- Apply Pareto's law to prioritize the causes to be treated
- Analyze recurring technical incidents or bugs in a process
- Workshop: Analyzing a technical incident using the 5 Whys and the Ishikawa diagram

Generate and select the best solutions

- Organize a structured and effective brainstorming session
- Create an effort/impact matrix to prioritize ideas
- Involve field teams in generating solutions
- Move from idea to action with a pragmatic approach
- Promote quick wins without neglecting sustainable improvements

Sustain improvements over time

- Formalize new work standards
- Implement a simple, sustainable control plan
- Monitor post-improvement performance indicators
- Manage resistance and backtracking
- Use rituals to anchor the improvement culture (stand-ups, reviews, checklists)

Global situation & field deployment

- Solve a cross-functional problem using the tools studied
- Work in a project team as a Yellow Belt contributor
- Present an improvement process to a non-technical audience
- Transfer what has been learned to day-to-day operations

- Prepare to follow the Lean Six Sigma path (Green Belt or local project)
- Workshop: Full DMAIC simulation on a concrete case (IT support, software delivery, ticket management)

Companies concerned

This course is aimed at both individuals and companies, large or small, wishing to train their teams in a new advanced IT technology, or to acquire specific business knowledge or modern methods.

Positioning at training start

Positioning at the start of training complies with Qualiopi quality criteria. As soon as registration is finalized, the learner receives a self-assessment questionnaire which enables us to assess his or her estimated level of proficiency in different types of technology, as well as his or her expectations and personal objectives for the training to come, within the limits imposed by the selected format. This questionnaire also enables us to anticipate any connection or security difficulties within the company (intra-company or virtual classroom) which could be problematic for the follow-up and smooth running of the training session.

Teaching methods

Practical training: 60% hands-on, 40% theory. Training material distributed in digital format to all participants.

Organization

The course alternates theoretical input from the trainer, supported by examples, with brainstorming sessions and group work.

Validation

At the end of the session, a multiple-choice questionnaire verifies the correct acquisition of skills.

Certification

A certificate will be awarded to each trainee who has completed the entire course.