

Certified Lean Business Analyst (CLBA)



Program Overview

This unique course is designed to merge the strategic and technical aspects of business management and analysis. Bringing together the MBA level business strategy toolkit with the Lean Six Sigma analytical rigor, you will earn two qualifications at the completion of this course:

1. An Internationally Accredited Certificate from Qualifi, a UK regulatory awarding body.
2. **Lean Six Sigma Green Belt** from the International Association for Six Sigma Certification (IASSC).

You will explore strategic models of competitive advantage, learn to effectively use Porters 5 Force model, Balanced Scorecards, and McKinsey's 7 S technical analysis tools. In addition, the statistical tools and techniques of Lean Six Sigma such as Visual Analysis & Data Discovery tools like Fish-bone, 5 Why's, Box plots and analytical tools like Descriptive Statistics, Variation, Correlation and Regression.

Lean Six Sigma first emphasizes the use of Lean methodologies and tools to identify and remove waste and increase process velocity, then follows that with the use of Six Sigma methodologies and tools to identify and reduce or remove process variation.

This interactive course will explore how Lean Six Sigma methodology can help your organization solve both technical and human challenges of sustainable projects and will improve the project management processes and mindsets alike. We will explore this course through a series of dynamic presentations, cutting edge videos, exciting group activities, and real-world applicable case studies.



The iIET has successfully met the requirements set forth by the International Association for Six Sigma Certification (IASSC) for the designation of an Accredited Training Organization.



Upon completion of this training course you will receive your international certificate that has been fully accredited by Qualifi. An official UK government recognized awarding organization.

Key Takeaways

-  Learn the steps of building a competitive corporate strategy.
-  Use the business analysts strategic toolkit for strategy evaluation and implementation.
-  Effectively use Porters 5 Force model, Balanced Scorecards, and McKinsey's 7 S technical analysis tools
-  Gain the knowledge to implement organizational change initiatives usings Lewin's Model of Change and Kotter's Model for implementing change.
-  Improve efficiency, save time, cut costs and boost customer satisfaction
-  Use Lean methodologies and tools to identify and remove waste and increase process velocity
-  Gain confidence in basic statistical analysis tools such as Pareto charts, histograms and inferential statistics.

***Successful completion of the course materials, and exam makes you a Certified Lean Business Analyst (CLBA) and Lean Six Sigma Green Belt. You can use these designations on your resume and business card.**



Why People Choose to learn with the iIET...

Our unique approach brings together...

- latest case studies from the worlds top companies
- most cutting-edge multimedia available



Our course content is designed to fit every learning style and support the non-English speaking audience.

Who Should Attend This Program

This highly interactive program is designed for (but not limited to)

- Executives, Managers and Supervisors
- Quality Assurance Managers
- Supply Chain and Procurement
- Banking and Financial Services
- Government officials
- Process Control Engineers
- Plant Managers & Superintendents
- Health Care Operational & Service Personnel
- Service Industry and Hotel Operational Staffing Managers
- Service or quality managers
- Business and process managers and professionals

Course Requirements

Delegates must meet the following criteria to be eligible for the Internationally Accredited Certificate.

- 1. Pre-Course Preparation-** The iIET will provide the delegates with program preparation materials including readings and sample exam questions. **It is highly encouraged that the delegates prepare by reading the provided content and practicing with the sample exam questions.**
- 2. Attendance** – delegates must attend all sessions of the course. Delegates who miss more than two hours of the course sessions will not be eligible to sit for the Lean Six Sigma Examination.
- 3. Attaining your Internationally Accredited Certificate** – Upon completion of this training course you will receive your international certificate which has been fully accredited by **Qualifi Limited; a UK recognized awarding organization.**
- 4. Attaining your Lean Six Sigma Green Belt Exam** – Upon completion of this training course you will sit the Lean Six Sigma Green Belt Exam on which you will need to score at least 385 out of 500 points in order to receive your designation. **The iIET training does not guarantee that the delegate will pass the examination, it is up to each delegate to prepare thoroughly for the exam.**

-Topics That Will Be Covered-

Business of Globalization

- The Global Marketplace
- Seeking business expansion in the global economy
- The Monetary system, lending and borrowing
- Competitive advantage in a new globalized world

Build A Competitive Advantage

- The sources of competitive advantage
- Cost advantage versus differentiation advantage
- Ranking resources and capabilities
- The new competitive advantage: adaptability
- The key questions to ask in order to assess competitive advantage
- The corporate culture as a source of competitive advantage
- **Case study: Business Case for Railtrack**

The Tools of Strategic Analysis

- Metrics for Organizational Effectiveness
- Benchmarking
- Strategy Mapping
- SWOT/PEST Analysis
- Value chain analysis shows how activities create value for customers
- War gaming- identifying competitive vulnerabilities about competitors' strategies
- Early warning systems
- Porters 5 Forces model
- **Case Study: Rolls-Royce**

Understanding the balanced scorecard

- What are the key components of the balanced scorecard?
- Key performance indicators and targets Initiative design
- Cascading the balanced scorecard
- Strategy maps
- The key elements of the strategy map
- **Case Study: Ethiopian Health Sector**

McKinsey's 7S Framework for Evaluating Strategy

- The 7 internal aspects of an organization that need to be aligned if it is to be successful
- When to use 7S Framework
- The 7 Elements of Strategy Evaluation
- Asking the right questions

Stakeholder Analysis and Management

- Identifying and prioritizing stakeholders into grid
- Stakeholder roles are usually described in a responsibility matrix (RAM), or roles and responsibilities table called a RACI matrix.
- Stakeholder Engagement
- **Case Study: Shell**

Effective Change management for executives

- Designing effective change programs/plans
- Creating an adaptive corporate environment
- Reasons why people resist change
- **Case Study: Corrus**

-Topics That Will Be Covered-

Define Phase

- The Basics of Six Sigma
- Meanings of Six Sigma
- General History of Six Sigma & Continuous Improvement
- Deliverables of a Lean Six Sigma Project
- The Problem Solving Strategy $Y = f(x)$
- Voice of the Customer, Business and Employee
- Six Sigma Roles & Responsibilities

The Fundamentals of Six Sigma

- Defining a Process
- Critical to Quality Characteristics (CTQ's)
- Cost of Poor Quality (COPQ)
- Pareto Analysis (80:20 rule)
- Basic Six Sigma Metrics including DPU, DPMO, FTY, RTY Cycle Time, deriving these metrics and these metrics

The Lean Enterprise

- Understanding Lean
- The History of Lean
- Lean & Six Sigma
- The Seven Elements of Waste: Overproduction, Correction, Inventory, Motion, Overprocessing, Conveyance, Waiting.
- 5S: Straighten, Shine, Standardize, Self-Discipline, Sort

Measure Phase

Process Definition

- Cause & Effect / Fishbone Diagrams
- Process Mapping, SIPOC, Value Stream Map
- X-Y Diagram
- Failure Modes & Effects Analysis (FMEA)

Six Sigma Statistics

- Basic Statistics
- Descriptive Statistics
- Normal Distributions & Normality
- Graphical Analysis

Measurement System Analysis

- Precision & Accuracy
- Bias, Linearity & Stability
- Gage Repeatability & Reproducibility
- Variable & Attribute MSA

Process Capability

- Capability Analysis
- Concept of Stability
- Attribute & Discrete Capability
- Monitoring Techniques

-Topics That Will Be Covered-

Analyze Phase

Patterns of Variation

- Multi-Vari Analysis
- Classes of Distributions
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Inferential Statistics

- Understanding Inference
- Sampling Techniques & Uses
- Central Limit Theorem

Hypothesis Testing

- General Concepts & Goals of Hypothesis Testing
- Significance; Practical vs. Statistical
- Risk; Alpha & Beta
- Types of Hypothesis Test

Hypothesis Testing with Normal Data

- 1 & 2 sample t-tests
- 1 sample variance
- One Way ANOVA: Including Tests of Equal Variance, Normality Testing and Sample Size calculation, performing tests and interpreting results.

Improve Phase

- Simple Linear Regression
- Correlation
- Regression Equations
- Residuals Analysis
- Multiple Regression Analysis
- Non- Linear Regression
- Multiple Linear Regression
- Confidence & Prediction Intervals
- Residuals Analysis
- Data Transformation, Box Cox

Control Phase

- Lean Controls
- Control Methods for 5S
- Kanban
- Poka-Yoke (Mistake Proofing)
- Statistical Process Control (SPC)
- Data Collection for SPC
- I-MR Chart
- Xbar-R Chart
- CumSum Chart
- EWMA Chart
- Control Chart Anatomy

Six Sigma Control Plans

- Cost Benefit Analysis
- Elements of the Control Plan
- Elements of the Response Plan