

Yellow Belt Body of Knowledge and process for Certification

Body of Knowledge

- Focus on the customer
 - Value Adding activities
 - Obtaining Voice of the Customer information
 - Developing CTQs

- Identify and understand how the work gets done – the value stream
 - SIPOC map
 - Process flowcharts
 - Value stream maps
 - Spaghetti diagram
 - Deployment flowchart

- Manage, improve, and smooth the process flow
 - Reducing batch sizes
 - Eliminating Waste
 - Just-in-time processing
 - Theory of Constraints

- Remove Non-Value-Add (NVA) steps and waste
 - 7 Wastes

- Manage by fact and reduce variation
 - Data collection
 - Output, input and in-process measures
 - Developing Output Measures
 - Operational Definitions
 - Natural and special cause variation
 - Control charts
 - Process Sigma

- Involve and equip the people in the process
 - E=QxA and Elements of Change
 - Lean Six Sigma roles and responsibilities

- Undertake improvement activity in a systematic way
 - The DMAIC problem solving approach
 - Fishbone Diagram
 - Affinity Diagram
 - Inter-relationship Diagram

Certification process

- Undertake Yellow Belt training
- Pass the Yellow Belt exam
- Participate in a Green Belt project as a team member or lead a Yellow Belt improvement activity (may be something they do on their own)
- Submit a storyboard for the project, highlighting the areas they contributed to personally, together with a recommendation from the project Champion and/or a reviewing GB/BB/MBB/line manager, identifying the candidate's contribution to the project and confirming their suitability to be certified. (A couple of paragraphs).

Successful candidates will receive a BQF certificate but not be put on the website database.