



“IEE is the most complete and effective operational management system available.”

Keith Moe, Group Vice President, 3M (retired)

Smarter Solutions’ Integrated Enterprise Excellence (IEE) Master Black Belt Course Description

Scope of Instruction:

- Defining the business purpose and metrics
- Measuring high level business performance
- Analyzing the high level business performance
- Identification and execution of optimal improvement efforts for the business as a whole
- Implementing controls to maintain business performance
- Leadership

Course Overview:

The last eight words of Wikipedia’s operational excellence (OE) definition states: “tools toward the sustainable improvement of key performance metrics.” Provided is a MBB offering that walks attendees through a roadmap for organizational achievement of Wikipedia’s OE description. In this workshop, this operational definition is accomplished utilizing a systematic step-by-step structure that offers:

- Tracking of key performance metrics from a high-level process point of view.
- Identification of which key performance metrics to improve so that the organization as a whole benefits.
- Execution of a roadmap for the true integration and application of Lean and Six Sigma tools for making process-output-measurement improvements.
- Time-series pictorial statistical assessment that shows an actual metric improvement occurred because of the process change efforts.
- Quantification for the amount of enhancement to the metric (if any), from a process-output-reporting point of view.
- Gains made from process enhancements can be maintained through an organizational control mechanism.

From this training, attendees can work in their organization to address one or more of the above OE system workshop messages.

Course Content:

IEE Lean Six Sigma Master Black Belt training and certification sessions are conducted in two 5-day training sessions. The focus of this course is to impart leadership and change management skills geared towards successfully leading, coaching, and guiding enterprise-level success that build well beyond the scope of traditional Lean Six Sigma projects.

IEE Lean Six Sigma Master Black Belt training candidates explore the practical application of advanced statistical and analytical concepts found in case studies, hands-on exercises, homework assignments, and assigned projects. In addition, the course provides the enhancement of management techniques and communications skills required to assume a leadership role at the enterprise level.

Differentiation:

While many other Master Black Belt training and certification programs are still based on courseware developed in the 1990s, the Smarter Solutions curriculum has been extensively updated with new tools and techniques that address the extraordinary challenges of the present day. New case studies, new examples, and intensified focus on analytics and team leadership give graduates highly prized, up-to-date skill sets. This training provides the roadmap for the creation of a highly effective operational excellence system so the enterprise-as-a-whole benefits.



During the training, a *five-book set on The Integrated Enterprise System* will be provided and reference during the training, which can be utilized and shared with others long after the training; i.e., attendees get more than just a deck of slides from the training. Two of these books are referenced in ASQ's Master Black Belt body of knowledge.

One of the five course-included books provides a detailed Lean Six Sigma Project Execution roadmap. A wall chart PDF file of this roadmap is also made available through the training. These detailed roadmap descriptions can be used for future reference and/or facilitation of future MBB coaching endeavors.

The training includes two guest speakers:

- Managing change/leading change efforts: Breakthrough Communication, Problem Solving and Change Management using Psychological Type Preferences (provided by Licensed Psychologist)
- Advocacy: Selling your ideas; Building partnerships and networking; Overcoming resistance; Persuasion and influence (provided by University of Texas professor)

Who Should Attend:

This MBB training and certification is designed for Certified Lean Six Sigma Black Belts who have completed at least three successful improvement projects. Since this is not the typical industry Lean Six Sigma Master Black Belt training and certification, attendees should have a solid statistical and analytical foundation.

Objectives:

- Illustrates how traditional scorecards can be transformed to provide more process insight, including a predictive assessment and statement.
- Provide the roadmap for creating a long-lasting operational excellence system, which structurally integrates predictive performance metrics with the processes that created them.
- Supplies a methodology so that both timely and transparent predictive-performance reporting can be reported throughout an organization.
- Shows the application of Lean Six Sigma analyze and other tools to structurally gain enterprise insight for management and improvement.
- Provides enterprise level technical and managerial leadership in improvement project selection and implementation so that the enterprise as a whole benefits from the effort.
- Build a successful, sustained infrastructure, processes, metrics, and culture so that there is whole-enterprise benefits.
- Train and educate colleagues and executives about IEE Lean Six Sigma and other improvement methods. Define roles and responsibilities of project teams.
- Orchestrate and lead the successful selection, alignment, and accomplishment of multiple Lean Six Sigma projects at the enterprise level.
- Maintain the benefits of IEE Lean Six Sigma as an enterprise-level business system and as a way of business life.

Additional Information:

For more information call (512)918-0280, or e-mail info@smartersolutions.com.

“I walked away from this course having a true eye-opening experience to a strategic methodology needed to make continuous improvement effective and sustained.”
– Bill Bates, Tronox - Smarter Solutions Certified Master Black Belt