



ILSSI Body of Knowledge for Certified Lean Health Practitioner

1. **Fundamentals of OPEX**
2. **General History of Lean**
3. **Principles of Lean**
4. **Voice of the Customer and Business**
5. **Lean Belt Roles**
6. **Defining a Process**
7. **The 8 Elements of Waste**
8. **Sustainability**
9. **5S**
10. **Defining Quality**
11. **Quality Circles**
12. **Critical to Quality (CTQs)**
13. **SIPOC**
14. **Process Mapping**
15. **Value Stream Mapping**
16. **Flow and Line Balancing**
17. **Little's Law and Kingsman's Law**
18. **TOC and Bottle-necks**
19. **Single-Piece-Flow**
20. **Poka-Yoke (Mistake Proofing)**
21. **SMED (Quick Change Over)**
22. **PULL and Just-in-Time**
23. **Kanban**
24. **Visual Management**
25. **Standardised Work**
26. **Kaizen and Kaizen Events**
27. **Fake Lean vs Real Lean**
28. **The Gemba and Gemba Walks**
29. **Lean Leadership Style**
30. **PDCA**
31. **DMAIC basics**
32. **Define Phase of DMAIC**
33. **Problem / Opportunity Definition**
34. **A3 Reports**
35. **Measure Phase of DMAIC**
36. **Data Collection**
37. **Graphical Analysis**
38. **Analyze Phase of DMAIC**
39. **Root Cause Analysis**
40. **Cause & Effect / Fishbone Diagrams**
41. **Improve Phase of DMAIC**
42. **Digital Transformation / Automation / Robotics as examples of Improvement**
43. **Control Phase of DMAIC**