ILSSI.org

ILSSI Body of Knowledge : Yellow & Green Belt for services

1. Fundamentals of Process Improvement
2. General History of Lean Six Sigma
3. Principles of Lean and Six Sigma
4. Voice of the Customer, and Business
5. Lean Six Sigma Belt Roles
6. Defining a Process
7. Inputs and Outputs
8. The 8 Elements of Waste
9. Sustainable Processes
10. 5S
11. Critical to Quality (CTQs)
12. SIPOC
13. Process Mapping
14. Value Stream Mapping
15. Flow
16. Bottle-necks
17. PIP flow: Product, Information, Payment
18. Poka-Yoke (Mistake Proofing)
19. PULL and Just-in-Time
20. Kanban
21. Visual Management
22. Standardised Work
23. Kaizen and Kaizen Events
24. PDCA
25. Root Cause Analysis
26. Cause & Effect / Fishbone Diagrams
27. Pareto Principle / Pareto Charts
28. Lean Six Sigma Projects
29. DMAIC basics

30. Define Phase of DMAIC
31. A3 Reports
32. Measure Phase of DMAIC
33. Six Sigma Statistics
34. Descriptive Statistics
35. Different Types of Data
36. Normal Distributions & Normality
37. Graphical Analysis
38. Histograms
39. Box Plots
40. Run Charts
41. Measurement System Analysis
42. Precision & Accuracy
43. Bias, Linearity & Stability
44. Process Capability
45. Capability Analysis
46. Long term vs Short term
47. Operational vs Dynamic Capability
48. Analyze Phase of DMAIC
49. $Y=f(x)$
50. Scatter Plots and Correlation
51. Correlation Coefficients
52. . Introduction to Hypothesis Testing
53. Alpha & Beta Risk
53. p-values
54. Designed Experiments
55. OFAT
56. Full Factorial Experiments
57. Full Factorial Designs
58. Improve Phase of DMAIC

59. Innovative Thinking for Improvement
60. Prototypes and Proof of Concept
61. Digital Transformation (Introduction)
62. Smart Technology (Introduction)
63. Implementation Plans
64. Control Phase of DMAIC
65. Control Plans
66. Statistical Process Control (SPC)
67. Data Collection for SPC
68. Design and function of Control Charts
69. X-Bar Charts, I-Charts, P-Charts
70. Tests for Special Cause Variation