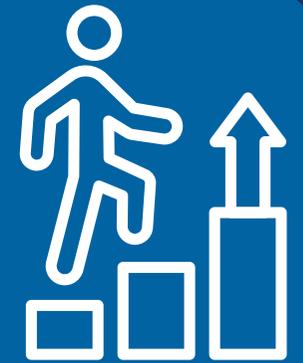


CERTIFIED MASTER BLACK BELT

Designed to develop the world's top professionals



BECOME A MASTER OF QUALITY & IMPROVEMENT

Take your performance to the next level

A Master Black Belt possesses outstanding leadership qualities, is an expert change leader, and is highly valued as a quality and improvement advisor. They are highly skilled and have a holistic approach to their work, and a systemic view of their organisation.

If you are an improvement professional committed to organisational transformation and the development of your knowledge and application of process improvement, this comprehensive and rigorous pathway is right for you.

- ✓ Have a comprehensive understanding of the underpinning approaches, methodologies and tools to deploy successful systems thinking and process improvement
- ✓ Understand and have capability to deploy methodology for designing world-class products, services and processes
- ✓ Be a master of the Lean Six Sigma improvement skills required to lead organisational transformation
- ✓ Possess the people skills to lead others through sustainable and accelerated change
- ✓ Hold a recognised qualification, demonstrating understanding of an internationally recognised approach and common language



AN IMMERSIVE LEARNING EXPERIENCE



Suitable for improvement professionals committed to organisational transformation. Must already be Black Belt certified



7 modules of 2-3 days each, taken over 1-3 years



Training in class or remote via our live virtual classroom



Up to 12 delegates



Minitab software required



Full suite of online tools and templates plus unique e-learning included



Coaching and viva voce exam included



Certification accredited by



Learn from wherever you are

We've engineered our entire learning portfolio to ensure you get the same great learning experience, whether you join us in class or virtually.



The live experience

Presented live by our in-house expert consultants using a whole host of exciting virtual tools.



Group work with your peers

Our breakout rooms, whiteboards and facilitated exercises enable you to work as a team wherever you are.



Simulations and interactivity

We've built all our famous simulations on-screen, so they are immersive and packed full of great learning opportunities.

COURSE STRUCTURE & CONTENT

1 Before you start your Master Black Belt you must have:

✓ Completed a certified Black Belt course

✓ Passed a PMI eExam

✓ Completed a skills diagnosis

2 Join our annual programme of classroom training at any point



Leading Design for Six Sigma



Managing & Influencing Stakeholders



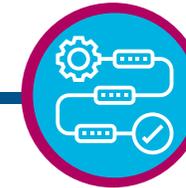
Coaching Masterclass



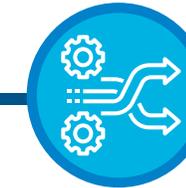
Advanced Lean Techniques & Understanding Customers



Advanced Statistical Techniques



Strategy Cascade & 7MP Tools



Organisational Transformation

Organisational Application

3 1:1 coaching sessions
(half day remote session x 2)

4 Viva voce assessment
(2 hours)

5 CELEBRATE SUCCESS as a PMI CERTIFIED MASTER BLACK BELT



LEADING DESIGN FOR SIX SIGMA

Expand your capability to lead process design projects

For Black Belts who want to be able to lead process design as well as process improvement projects, this course provides a grounding in the principles and methodology that underpin design for Six Sigma.

- ✓ Introduction to Design for Six Sigma
- ✓ Requirements for effective design and deployment of new products and services
- ✓ DMADV project cycle
- ✓ Overview of quality function
- ✓ Deployment (QFD) and the four Houses of Quality
- ✓ Establishing customer requirements
- ✓ Functional requirements and design parameters
- ✓ Product or service design and selection

2

Days



Classroom



Live Virtual
Classroom

MANAGING & INFLUENCING STAKEHOLDERS

Develop the skills and capabilities to increase readiness to change

Leading change is both an art and a science, which requires you to employ a range of skills to open doors, engage others, increase readiness to change, overcome resistance, and build trust. This course will equip you with the skills, techniques, and tools you need to manage and influence stakeholders successfully, and deliver business results.

- ✓ **Governance:** Reflect on how to apply your learning in the context of external and internal focus.
- ✓ **Assurance:** Reflect on how to apply your learning in both business and supply chain assurance.
- ✓ **Improvement:** Influence top management to review and address insights on customer and stakeholder requirements, benchmarking, and other data.
- ✓ **Context:** Reflect on how to apply your learning in the governance, assurance and improvement aspects of product, service and process excellence.
- ✓ **Leadership:** Learn to engage at all levels of the organisation, and build trust and rapport to increase the organisation's readiness to change.

3

Days



Classroom



Live Virtual
Classroom

COACHING MASTERCLASS

Help your team reach their full potential

Using a coaching approach with your team can transform how you lead and what you can achieve with your people. This course will change how you approach conversations with your staff, colleagues, and even your customers, giving you more time to do your job, avoid surprises and be successful. There will be opportunities to practise coaching conversations, as well as observing and learning from others.

- ✓ Know what it means to coach
- ✓ Develop your coaching skills
- ✓ Understand and know how to use the Coaching Wheel to bring focus to your coaching conversations
- ✓ Understand how to contract and the value of contracting
- ✓ Understand and know how to use T-GROW to structure your coaching conversations
- ✓ Understand the importance of coaching supervision

2

Days



Classroom



Live Virtual
Classroom

ADVANCED LEAN TECHNIQUES & UNDERSTANDING CUSTOMERS

Master next level Lean Six Sigma tools

Take your toolbox skillset further, and develop your ability to use a wide range of advanced lean tools and techniques - both within the context of an improvement project or in Lean deployment. With this extended range of techniques, you will be able to better understand your customer and the value your processes provide.

Advanced Lean Techniques

- ✓ Requirements for the effective use of advanced Lean Six Sigma Techniques
- ✓ Lean thinking
- ✓ Leader standard work
- ✓ Kata thinking
- ✓ The visual performance management system
- ✓ Set-up reduction (SMED)
- ✓ Total productive maintenance

Understanding Customers

- ✓ Lean Six Sigma in a service environment
- ✓ Service failure demand
- ✓ Customer-supplier quality perceptions
- ✓ The customer-focused organisation and knowing your customer
- ✓ Understanding the customer journey
- ✓ Assessing customer satisfaction
- ✓ Customer surveys & the survey process

2

Days



Classroom



Live Virtual
Classroom

ADVANCED STATISTICAL TECHNIQUES

Tackle bigger challenges with sophisticated statistical tools

Stretching you way beyond Black Belt methods and tools, this course will enable you to select more sophisticated and robust tools to tackle bigger challenges. This includes statistical techniques to analyse “difficult” data such as rare events or seasonal data as well as expanding the range of tools at your disposal for understanding and modelling business processes.

- ✓ Short run statistical process control charts
- ✓ Statistical process control charts for processes with trends
- ✓ Regression modelling
- ✓ Dealing with difficult data
- ✓ Variables data turned into attributes data
- ✓ Comparing counts with different areas of opportunity
- ✓ Aggregate data with different sources of variation
- ✓ Highly skewed data, rare events, and seasonality
- ✓ Design of experiments, fractional factorial and design optimisation

2

Days



Classroom



Live Virtual
Classroom

STRATEGY CASCADE & 7MP TOOLS

Strategic objectives, tactically deployed

Also known as Hoshin Kanri, the core of the strategy cascade process involves the translation of a robust strategic plan into a set of clear objectives, realised through precisely defined actions and projects. This course not only demonstrates the methodologies and disciplines required, but also explores the issues a practitioner might face when implementing this approach.

- ✓ Develop a strategy to focus on the vital few objects that are essential for the organisation to improve
- ✓ Harness the creative potential of all members of the organisation in support of the vision and strategy
- ✓ Ensure that leadership is evident at all levels in support of the process
- ✓ Identify key actions and projects that will deliver the strategic objectives
- ✓ Involve members of the organisation at all levels in setting targets, identifying improvement initiatives and schedules, and progress reviews
- ✓ Ensure that every employee understands the goals of the organisation and is clear on their role and objectives.

3

Days



Classroom



Live Virtual Classroom

ORGANISATIONAL TRANSFORMATION

A process approach to leadership, management, and operations

Learn the principles and methodologies required for a process approach to leadership. This course includes an overview of PMI Transform, our own model for transformation, and workshop based techniques to facilitate planning and delivery of transformation programmes.

- ✓ Conduct a mini assessment of your business against the process management model
- ✓ Work with a leadership group to help them understand their organisation as a set of interconnected processes and the roles required
- ✓ Focus the key strategic themes of your organisation in terms of the processes that need to be improved in order to deliver them
- ✓ Start implementation of the 'process organisation' to deliver the business strategy, developing both business and process roles for key players

3

Days



Classroom



Live Virtual Classroom

WANT TO KNOW WHAT IT'S LIKE TO LEARN WITH PMI?

Our clients say it best

"A great event where I gained a lot of insight into a topic that's often overlooked. I'm already utilising some of the things I learnt in my work. Thanks! "

"Practical examples were relatable and the worked examples were extremely beneficial in embedding the 'thinking' logic."

"It was facilitated really well. A great 3 days, it ticked all the boxes for me. Well worth the time and learnt so much."

See more testimonials at pmi.co.uk:



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