SSD Global Solutions

Lean Six Sigma Master Black Belt

Basic Competency Model

Professional competency models are established to provide guidelines in determining expertise and knowledge in a particular area or subject. The following criteria may be used for interview questions, testing and practical application exercises.

Ability to Identify and Lead a DMAIC Project

- Ability to teach and facilitate the Define-Measure-Analyze-Improve-Control process
- Demonstrate leadership in deploying a Lean Six Sigma project
- Deploy and monitor change management models
- Superior verbal and written presentation skills

Ability to Creatively Deal with Roadblocks and Overcome Barriers Related to:

- Lack of resources
- Management support
- Recovery techniques
- Change management techniques

Teaching and Mentoring Knowledge of Tools and Theories to Include:

- Constraint management
- Team formation theory
- Team member selection
- Team launch
- Motivational management

Prepare, Explain and Evaluate Factors Related to Benchmarking, Performance and Financial Measures:

- Best practice
- Competitive
- Collaborative
- Score cards
- Cost of Quality/Cost of Poor Quality (COQ/COPQ)
- Return on Investment (ROI)
- Net Present Value (NPV)

Use, Evaluate and Explain:

- Check Sheets

- Control Charts (line and run charts) and be able to analyze typical control chart patterns
- Critical Path
- Fishbone
- Flowcharting
- FMEA
- Gantt Chart
- Histogram
- Pareto Chart
- PERT Chart
- Scatter Diagrams
- Spaghetti Diagrams
- Swim Lane Charts
- SWOT Analysis
- Tim Woods or the Eight Areas of Waste
- Value Stream Mapping (Basic)

Develop, Delivery, Evaluate Training Plans

- Design Training Plans
- Understand Various Training Approaches
- Build Curriculum
- Demonstrate Success
- Be Able to Coach and Mentor

Additional Design Criteria

- Business Performance Measures such as
  - Balanced Scorecard
  - Key Performance Indicators (KPI)
  - Financial Measures
    - Revenue Growth
    - Market Share
    - Margin
    - Cost of Quality (COQ)/Cost of Poor Quality (COPQ),
    - Net Present Value (NPV)
    - Return on Investment (ROI)
    - Cost-Benefit Analysis.

***

SSD Global Solutions supports the concept that all process improvement programs are rooted in Total Quality Management (TQM) concepts and that process improvement first begins with a firm understanding of Project Management basics as outlined in the Project Management Body of Knowledge (PMBOK®). The International Lean Six Sigma Master Black Belt should be well versed in these areas. SSD Global also suggests that International Lean Six Sigma Master Black Belt familiarize themselves with ISO 13053, ISO 12500, and Prince2®.