



ONLINE SIX SIGMA GREEN BELT HEALTHCARE CERTIFICATE PROGRAM

Everything You Need

U-M's Green Belt Certificate course includes a copy of QE Tools statistical analysis software. QE Tools is a highly functional user-friendly Excel-based add in tool designed for Six Sigma Green Belts. Students will use QE Tools to apply the various problem solving and statistical analysis methods for a Six Sigma project.

ONLINE SIX SIGMA PROGRAM OVERVIEW

This new online program focuses the power of Six Sigma Green Belt training on healthcare applications. Participants will learn how to identify, frame, and effectively solve quality problems in healthcare organizations at the Green Belt skill level. They will master tools that help to define problems, collect data, analyze, resolve, and implement systems and procedures. The results can bring increased value to organizations as measured by revenue growth, cost savings, reduction in customer complaints, and patient satisfaction improvements.

ONLINE E-LEARNING BENEFITS

- Self-paced learning
- Allows students to structure course around their schedule
- Gives students time to review materials without slowing down classmates
- Lectures can be reviewed multiple times
- Active learning (thinking and doing during a lecture)
- Instructor interaction (students ask questions via email)
- Instructors try to answer material-related questions within one day
- Video/audio files can be placed on corporate intranets

\$2,300* COVERS THE ENTIRE PROGRAM

Fees* include tuition and program materials. Upon registering you'll receive an email confirmation.

HOW TO REGISTER

Visit the InterPro website at InterPro.engin.umich.edu, send an email to MEonline@umich.edu or call (734) 647-7200.

* Once the program has been accessed refunds will not be given. Cancellation requests made prior to accessing the program will be subject to a \$250 administrative fee. All cancellation requests must be received in writing via MEonline@umich.edu.

ONLINE SIX SIGMA PROGRAM DETAILS

Completion

Participants are required to complete the 40-hour program within 60 days. Students pursuing the Six Sigma Green Belt Healthcare Certification have an additional 60 days after their formal online training to submit a Six Sigma project report for approval.

Prerequisites

- Basic Microsoft Excel skills
- Basic statistics recommended

CEU/CPE

Upon successful completion of this 40-hour program, students will receive four Continuing Education Units (CEU's). This course is not for academic credit. CEU credits may not be applied toward a degree. Continuing Professional Education credits are earned. Participants can earn 48 CPE credits toward their chosen certification program. The University of Michigan will provide necessary documentation upon request.

ONLINE SIX SIGMA PROGRAM CO-DIRECTORS



GARY HERRIN, Ph.D.

Dr. Herrin is the Associate Dean of Engineering at the University of Michigan. He has served as a consultant to more than 40 major corporations. He has taught the elements of this course for 30 years at U-M and offered numerous seminars and lectures for companies and professional organizations throughout the U.S. and abroad. Dr. Herrin holds B.S., M.S., and Ph.D. degrees in Industrial and Systems Engineering from Ohio State University.



PAT HAMMETT, Ph.D.

Dr. Hammett is the Co-director for the University of Michigan College of Engineering Six Sigma program and teaches courses in the Industrial and Operations Engineering Department. Dr. Hammett holds a Ph.D. and M.Sc. in Engineering from U-M, and a B.S. in Engineering from Purdue University. Pat has worked for the University in various research and teaching positions since 1991.

INSTRUCTORS

ONLINE SIX SIGMA PROGRAM COMPONENTS

Each module of this course consists of one to two hours of web-based instruction, with an accompanying exercise. Exercises are a combination of multiple choice and Six Sigma data analysis problem sets. (Microsoft Excel is required to conduct analysis). The examples used throughout the course are based on real world Six Sigma Healthcare projects.

Module Topics

- Overview of Six Sigma in Healthcare
- DMAIC Problem Solving Process
- Process Mapping Tools
- Value Stream Mapping
- Distributions and Patterns: Histograms and Box Plots
- Descriptive Statistics
- Six Sigma Measure Phase: DPM, DPMO
- Qualitative Analysis
- Check Sheets
- Pareto Analysis
- Statistical Process Control—Stability vs. Capability Analysis
- Statistical Process Control Charts
- Measurement System Analysis
- Stratification Analysis
- Two Groups Hypothesis Tests (Two Means and Two Variances)
- Two Group Hypothesis Tests (Two Proportions)
- Two Variable Analysis
- Correlation Analysis
- Wait Time Analysis
- Improvement Countermeasures
- Control Methods
- Project Selection, Scoping, and Management
- DMAIC Project Example (Add Tollgate)
- Lean Six Sigma Bridge Course (Optional)



CUSTOMIZED PROGRAMS

Our programs can be customized to meet your corporate needs and presented at a location of your choice. Discuss your requirements with our Corporate Program Specialist at (734) 647-7200 or MEonline@umich.edu.

GROUP REGISTRATION

Registration of five or more individuals qualifies an organization for a group discount of 10 percent off the registration fee for every registrant beyond the fifth.