ONLINE SIX SIGMA GREEN BELT HEALTHCARE CERTIFICATION
Focusing the Power of Six Sigma in Healthcare

BRING INCREASED VALUE TO YOUR HEALTHCARE ORGANIZATION
Improve efficiency, savings, and customer satisfaction by learning how to frame and effectively solve quality problems in healthcare organizations at the Green Belt skill level.

ADDITIONAL HEALTHCARE OFFERINGS TO HELP YOU BRING LEAN AND SIX SIGMA TO YOUR ORGANIZATION

LEAN SUPPLY CHAIN FOR HEALTHCARE CERTIFICATE PROGRAM
The 4-1/2-day Lean Supply Chain for Healthcare program teaches participants how to apply Lean thinking to supply chain operations in a healthcare setting. It draws upon years of experience in successful Lean training by U-M faculty and uses case studies to provide real-world examples. The program also features Lean practices in action at the University Hospital, a 1,796,262 square-foot hospital that houses diagnostic equipment, clinical laboratories, operating rooms, and inpatient and intensive care units. See http://InterPro.engin.umich.edu/LeanSupplyChainHealthcare to learn more.

LEAN HEALTHCARE CERTIFICATE PROGRAM
In this five-day program, participants will learn how to apply lean concepts and tools of the legendary Toyota Production System (TPS) to healthcare enterprises including hospitals, physician practices, nursing homes, clinics, laboratories, and administrative and other health services. The critical tools of lean value stream mapping, standardized work, and A3 reporting will be demonstrated using case studies and exercises—ensuring participants own the skills when they complete the program. It includes an exclusive learning simulation, Robby the Patient, a fun, hands-on exercise developed specifically for learning how to apply lean principles in healthcare. See http://InterPro.engin.umich.edu/LeanHealthcare to learn more.

ABOUT INTERPRO
Interdisciplinary and Professional Programs (InterPro) develops and delivers programs and services that enable engineers, managers, and technical professionals to be more effective, productive, and competitive. InterPro extends and enhances the programs, capabilities, and relationships of the faculty and affiliates of the College of Engineering by offering graduate degree programs, distance learning, non-credit public short courses, professional certificate programs, and conferences. Visit InterPro.engin.umich.edu to learn more about InterPro programs.

SIX SIGMA PROGRAM
Online distance learning at your convenience, anytime, anywhere
CUSTOMIZED TRAINING BRINGS OUR PROGRAM DIRECTLY TO YOU
This program can be tailored for your organization and delivered at your site.

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THE UNIVERSITY OF MICHIGAN, as an equal opportunity/affirmative action employer, complies with all applicable federal and state laws regarding nondiscrimination and affirmative action, including Title IX of the Education Amendments of 1972 and Section 504 of the Rehabilitation Act of 1973. The University of Michigan is committed to a policy of nondiscrimination and equal opportunity for all persons regardless of race, sex, color, religion, creed, national origin or ancestry, age, marital status, sexual orientation, gender identity, gender expression, disability, or Vietnam-era veteran status in employment, educational programs and activities, and admissions. Inquiries or complaints may be addressed to the Senior Director for Institutional Equity and Title IX Coordinator, Office of Institutional Equity, 2072 Administrative Services Building, Ann Arbor, Michigan 48109-1432, (734) 763-0235, TTY (734) 647-1388. For other University of Michigan information call (734) 764-8353.
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Everything You Need
U-M’s Green Belt Certification 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.

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.

CUSTOM PROGRAM OPTIONS
Contact us to learn more about customized training and education programs and services that focus on your organization’s unique needs and requirements.

HOW TO REGISTER
Visit InterPro.engin.umich.edu/OnlineSixSigmaGreenBeltHealthcare, 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. Pricing not valid for onsite or custom programs.

PROGRAM INSTRUCTORS
PAT HAMMETT, Ph.D., as the lead instructor for live and online Six Sigma programs, has provided education and training to over 10,000 participants across a variety of industries. He is the lead developer of several widely acclaimed programs for healthcare, manufacturing, business processes, and other environments, as well as Design for Six Sigma, leading to certification at the Green Belt and Black Belt levels. He also teaches undergraduate and graduate courses as part of the University of Michigan Industrial Engineering, Manufacturing, and Interdisciplinary and Professional Engineering programs.

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
- Lean Six Sigma Bridge Course (Optional)

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

GROUP DISCOUNT
Registration of five or more individuals qualifies an organization for a group discount. Call (734) 647-7200 or email MEonline@umich.edu to learn more.
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