COURSE OVERVIEW SS0387
ASQ Six Sigma Yellow Belt Certification
(ASQ-CSSYB Exam Preparation Training)

Course Title
ASQ Six Sigma Yellow Belt Certification - *(ASQ-CSSYB Exam Preparation Training)*

Course Date/Venue
October 26-30, 2025/Tamra Meeting Room, Al Bandar Rotana Creek, Dubai, UAE

Course Reference
SS0387

Course Duration
Five days/3.0 CEUs/30 PDHs

Course Description

80% of this course is practical sessions where participants will be engaged in a series of interactive small groups, class workshops and role-plays.

The Six Sigma Yellow Belt certification is aimed at those new to the world of Six Sigma who have a small role, interest, or need to develop foundational knowledge. Yellow belts can be entry level employees who seek to improve their world or executive champions who require an overview of Six Sigma and define, measure, analyze, improve and control model (DMAIC).The course adopts the approach of advancing the concept and potential of using Six Sigma tools and methodologies within an organization.

This course is designed to provide participants with a detailed and up-to-date overview of Six Sigma Yellow Belt. It covers the six sigma fundamentals, six sigma foundation and principles, lean foundations, six sigma roles and responsibilities, team basics and quality tools and six sigma metrics; the define phase, project identification and project management (PM) basics; the measure phase, basic statistics, data collection and measurement system analysis (MSA); the analyse phase, process analysis tools, root cause analysis, corrective action, preventive action, data analysis, correlation and regression and hypothesis testing; and the improve and control phases, improvement techniques and control tools and documentation.

Course Objectives

Upon the successful completion of this course, each participant will be able to: -

- Get prepared for the next CSSYB exam and have enough knowledge and skills to pass such exam in order to get the ASQ-CSSYB certification
- Discuss six sigma fundamentals covering six sigma foundation and principles, lean foundations, six sigma roles and responsibilities, team basics and quality tools & six sigma metrics
- Recognize define phase comprising of project identification and project management (PM) basics
- Carryout measure phase consisting of basic statistics, data collection and measurement system analysis (MSA)
- Illustrate analyse phase that include process analysis tools, root cause analysis, corrective action, preventive action, data analysis, correlation and regression and hypothesis testing
- Apply improve and control phases including improvement techniques and control tools and documentation

Exclusive Smart Training Kit - H-STK®

*Participants of this course will receive the exclusive "Haward Smart Training Kit" (**H-STK®**). The **H-STK®** consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

Who Should Attend

This course provides an overview of all significant aspects and considerations of Lean Six Sigma Yellow Belt for those who are new to the world of Six Sigma who have a small role, interest, or need to develop foundational knowledge. Yellow belts can be entry level employees who seek to improve their world or executive champions who require an overview of Six Sigma and define, measure, analyze, improve and control model (DMAIC).

Exam Eligibility & Structure

Exam candidates shall have the following minimum pre-requisites: -

- The Certificate Six Sigma Yellow Belt has no experience or education requirements.

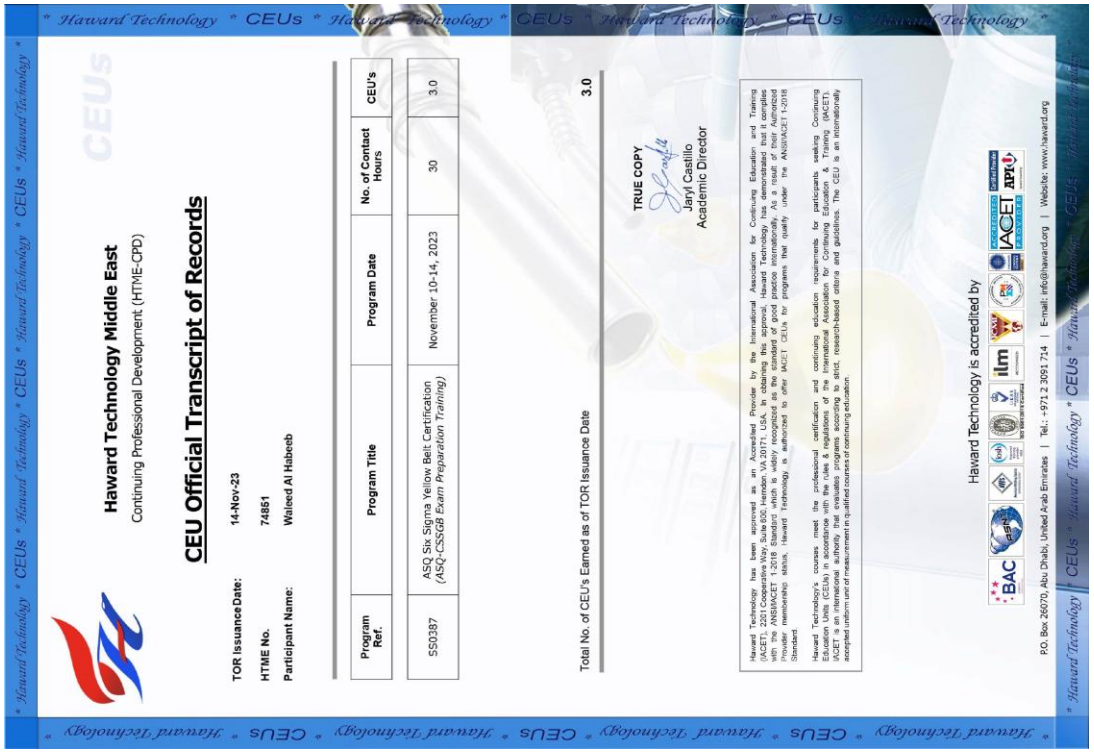
Course Fee

US$ 5,500 per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

ASQ-CSSYB Certificate(s)

ASQ-CSSYB certificates will be issued to participants who have successfully passed the ASQ-CSSYB examination.

(2) Official Transcript of Records will be provided to the successful delegates with the equivalent number of ANSI/IACET accredited Continuing Education Units (CEUs) earned during the course.



Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations:

- British Accreditation Council (BAC)

  Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

- The International Accreditors for Continuing Education and Training (IACET - USA)

  Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

  Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

  Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:

Mr. Mike Taylor, PhD (on-going), MScLI, MBA, MBL, PgDip, BSc, is a **Senior Management Consultant** with over **30 years** of extensive experience in the areas of Effective **Communication** Skills, **Leadership** Skills, **Presentation** Skills, **Emotional Intelligence**, **Performance** Management, Advanced Presentation & **Communication Skills**, **Business** & **Technical Report Writing** Skills, **Facilitation & Leadership** Skills, **Advanced Writing** Techniques **Negotiation** Skills, **Coaching** Skills, Business **Communication** Etiquette, Effective Presentation & **Communication**, Advanced **Communication** Skills at Work, Leadership and Effective **Communication** Skills, **Leadership** & **Change** Management, **Leadership & Business** Management, **Communication** & Influencing, **Contract** Management, **Leadership** in Contract Execution, **Contract & Risk** Management, **Contractor Performance** Assessments, **Contract** Management Procedure, **Contract Management & Tendering**, **Stakeholder & Supplier** Evaluation, **Coaching Plan**, **Mentoring Techniques**, **Effective Quality Management System** (**QMS**), **QMS Framework**, **Quality Assurance Standards**, **QA Audit Process & Techniques**, **Office Administration**, **Office Management**, **Invoice Management**, **Administration Process**, **Administration Work Procedures**, **Coaching**, **Human Resource** Development, **Psychometric** Testing, **Career Development** & Competence, **Succession Planning**, **Self-Development & Empowerment**, **Personal Learning Needs Identification**, Critical Success Factors (**CSFs**), Key Performance Indicators (**KPIs**), Productivity **Creativity & Thinking** Modes, **Human Resource Scorecard** Management, **Career Laddering**, **Fast-Track Career Progression** Application, **Knowledge** Management, **Customer** Management, **Quality** Management, **Commercial Strategy**, **Project** Management, **Risk** Management, **Human Resource** Management, **Planning**, **Budgeting & Cost Control**, **Business Development**, Innovation, Sales Strategy and Knowledge & **Intangible Asset Assessment** Design. Further, he is also well versed in **Organization Management & Business Consulting**, **Data Collection & Information Gathering**, **Value & Supply Chain** Management, **Intellectual Property & Innovation** Assessments, **Logistics & Supply Chain** Management, **Budgeting & Cost Control** and **Marketing** Management. Mr. Taylor was **Appointed** as an **Executive/Management Development Facilitator** wherein he was responsible for the development of Executives & Senior Managers specializing in innovation, knowledge management and commercial negotiation as well as authored, implemented and executed a global 21st century facilitation and leadership methodology.

During his career life, Mr. Taylor has gained his practical and field experience through his various significant positions and dedication as the **Multinational/Corporate Senior Management Consultant**, **Business Consultant/Facilitator**, **Business Consultant/Coach**, **Client Director**, **International Sales & Business Development Manager**, **Administration Manager**, **Regional Sales Manager**, **Contracts Manager**, **National Key Accounts Manager**, **Quality Manager**, **Commercial Sales & Marketing Consultant**, **Communication Specialist**, **Sales & Marketing Representative**, **Key Note Speaker** and **Instructor/Trainer** for various international companies such as the Highland Group, Business Development & B2B Consulting, Knowledge-Solution Leadership & Innovation Consulting, DI Management Solutions (BPO), RMG/Contact Media & Communications, Paul Dinsdale Properties (PDP), Giant Leap Architects, Wise Capital Investments (HOD), Evolution® Advertising, Collaborative Xchange, Leatt Corporation, Dentsply SA, Binzagr Company, Lilly Direct/Lennon Generics and Bausch & Lomb.

Mr. Taylor has **Master's** degree in **Leadership & Innovation**, **Business Administration** and **Business Leadership** as well as a **Bachelor's** degree in **Physical Education** and pursuing **PhD** in **Global Governance & Energy Policy**. Further, he is a **Certified Instructor/Trainer**, **Certified Internal Verifier/Trainer/Assessor** by the **Institute of Leadership & Management** (**ILM**) and a member of Incremental Advantage, Da Vinci Institute, Black Management Forum, Institute of Directors (IOD), World Future Society (WFS), Social Science Research Network, University of Kwazulu Natal (Alumnus), Anthropology & Archaeology Research Network and National Research Foundation (NRF). He has further delivered numerous trainings, courses, workshops, seminars and conferences globally.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

30% Lectures
20% Practical Workshops & Work Presentations
30% Hands-on Practical Exercises & Case Studies
20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1: Sunday, 26th of October 2025

0730 – 0800	*Registration & Coffee*
0800 – 0815	*Welcome & Introduction*
0815 – 0830	***PRE-TEST***
0830 – 0930	***Six Sigma Fundamentals: Six Sigma Foundations & Principles*** *Describe the Purpose of Six Sigma (Reducing Variation), Its Methodology (DMAIC), & Its Evolution from Quality • Describe the Value of Six Sigma to the Organization as a Whole (Understand)*
0930 – 0945	*Break*
0945 – 1100	***Six Sigma Fundamentals: Lean Foundations & Principles*** *Describe the Purpose of Lean (Waste Elimination) & Its Methodologies (Just-In-Time, Poka-Yoke, Kanban, Value Stream Mapping) • Describe the Value of Lean to the Organization as a Whole (Understand)*
1100 – 1200	***Six Sigma Fundamentals: Six Sigma Roles & Responsibilities*** *Define & Describe the Roles & Responsibilities of Six Sigma Team Members (i.e., Individual Team Members, Yellow Belt, Green Belt, Black Belt, Master Black Belt, Process Owner, Champion, Sponsor) (Understand)*
1200 – 1215	*Break*
1215 – 1420	***Six Sigma Fundamentals: Team Basics*** *Types of Teams (Identify the Various Types of Teams that Operate within an Organization (i.e., Continuous Improvement, Self-Managed, & Cross-Functional) & Their Value) (Understand) • Stages of Development (Describe the Various Stages of Team Evolution: Forming, Storming, Norming, Performing, & Adjourning) (Understand) • Decision-Making Tools (Define & Apply Decision Making Tools such as Brainstorming, Multivoting, & Nominal Group Technique (NGT) (Apply) • Communication Methods (Explain How Teams Use Agendas, Meeting Minutes, & Project Status Reports, & How They Support Project Success) (Apply)*
1420 – 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day One*

Day 2:	***Monday, 27th of October 2025***
0730 – 0930	***Six Sigma Fundamentals: Quality Tools & Six Sigma Metrics*** *Quality Tools (Select & Use these Tools Throughout the DMAIC Process: Pareto Charts, Cause & Effect Diagrams, Flowcharts, Run Charts, Check Sheets, Scatter Diagrams, & Histograms) (Apply) • Six Sigma Metrics (Select & Use these Metrics Throughout the DMAIC Process: Defects Per Unit (DPU), Defects Per Million Opportunities (DPMO), Rolled Throughput Yield (RTY), Cycle Time, & Cost of Poor Quality (COPQ) (Apply)*
0930 – 0945	*Break*
0945 – 1100	***Define Phase: Project Identification*** *Voice of the Customer (Define the Voice of the Customer & Describe How Customer Needs are Translated into Quantifiable, Critical-To-Quality (CTQ) Characteristics) (Understand) • Project Selection (Describe How Projects are Identified & Selected as Suitable for a Six Sigma Project Using the DMAIC Methodology) (Understand) • Stakeholder Analysis (Identify End Users, Subject Matter Experts, Process Owners, & Other People or Factors that will be Affected by a Project, & Describe How Each of them can Influence the Project) (Understand) • Process Inputs & Outputs (Use SIPOC (Suppliers, Inputs, Process, Outputs, Customers) to Identify & Define Important Elements of a Process) (Apply) • Supply Chain Management (Understand Supply Chain Management & How it Relates to Project Management) (Apply)*
1100 – 1200	***Define Phase: Project Management (PM) Basics*** *Project Charter (Describe the Purpose of a Charter & Its Components: Problem Statement, Project Scope, Baseline Data, & Project Goal) (Understand) • Communication Plan (Explain the Purpose & Benefits of a Communication Plan & How it can Impact the Success of the Project) (Understand) • Project Planning (Define Work Breakdown Structure (WBS) & Gantt Charts, & Describe How they are Used to Plan & Monitor Projects) (Understand) • Project Management Tools (Select & Use Various PM Tools: Activity Network Diagrams, Affinity Diagrams, Matrix Charts, Relations Charts, & Tree Diagrams) (Understand) • Phase Reviews (Explain How Tollgate or Phase Reviews are Used Throughout the DMAIC Lifecycle) (Understand)*
1200 – 1215	*Break*
1215 - 1420	***Measure Phase: Basic Statistics*** *Define, Calculate, & Interpret Measures of Central Tendency (Mean, Median, Mode) & Understand Measures of Dispersion (Standard Deviation, Range, Variance) (Apply)*
1420 – 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Two*

Day 3:	Tuesday, 28th of October 2025
0730 – 0930	***Measure Phase: Data Collection*** *Data Collection Plans (Describe the Critical Elements of a Data Collection Plan, Including an Operational Definition, Data Sources, the Method to be Used for Gathering Data, & How Frequently it will be Gathered • Describe Why Data Collection Plans are Important) (Understand) • Qualitative & Quantitative Data (Define & Distinguish Between these Types of Data) (Understand) • Data Collection Techniques (Use Various Data Collection Techniques, Including Surveys, Interviews, Check Sheets, & Checklists to Gather Data that Contributes to the Process Being Improved) (Apply)*
0930 – 0945	*Break*
0945 – 1200	***Measure Phase: Measurement System Analysis (MSA)*** *MSA Terms (Define Precision, Accuracy, Bias, Linearity, & Stability, & Describe How these Terms are Applied in the Measurement Phase) (Understand) • Gauge Repeatability & Reproducibility (GR&R) (Describe & Distinguish Between Repeatability & Reproducibility & Describe How & Why GR&R is Used in the Measurement Phase) (Understand)*
1200 – 1215	*Break*
1215 – 1330	***Analyse Phase: Process Analysis Tools*** *Lean Tools (Define How 5S & Value Analysis can be Used to Identify & Eliminate Waste) (Understand) • Failure Mode & Effect Analysis (FMEA) (Relate the Elements of Severity, Occurrence, & Detection, & Determine How they are Used to Calculate the Risk Priority Number • Demonstrate how FMEA can be Used to Identify Potential Failures in a Process) (Apply)*
1330 - 1420	***Analyse Phase: Root Cause Analysis*** *Describe How the 5 Whys, Process Mapping, 8D, Force-Field Analysis, & Matrix Charts can be Used to Identify the Root Causes of a Problem (Understand)*
1420 – 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Three*

Day 4:	Wednesday, 29th of October 2025
0730 – 0930	***Analyse Phase: Corrective Action*** *Explain & Apply Elements of the Corrective Action Process: Identify the Problem, Contain the Problem (Interim Action), Determine the Causes of the Problem & Propose Solutions to Eliminate it or Prevent its Recurrence (Permanent Action), Verify that the Solutions are Implemented, & Confirm Their Effectiveness (Validation) (Apply)*
0930 – 0945	*Break*
0945 – 1100	***Analyse Phase: Preventive Action*** *Explain & Apply Elements of a Preventive Action Process: Understand Various Process Analysis Techniques to Identify Potential Failures, Defects, or Process Deficiencies; Improve the Process (e.g., Understand Error- or Mistake-Proofing Devices or Methods, Initiate Procedural Changes), & Verify the Effectiveness of the Preventive Action (Apply)*

1100 – 1200	***Analyse Phase: Data Analysis*** *Basic Distribution Types (Define & Distinguish Between Normal & Binomial Distributions & Describe How their Shapes (Skewed & Bimodal) can Affect Data Interpretation) (Understand) • Common & Special Cause Variation (Describe & Distinguish Between these Types of Variation) (Understand)*
1200 – 1215	*Break*
1215 – 1420	***Analyse Phase: Correlation & Regression*** *Correlation (Describe How Correlation is Used to Identify Relationships Between Variables) (Understand) • Regression (Describe How Regression Analysis is Used to Predict Outcomes) (Understand)*
1420 – 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Four*

Day 5: ***Thursday, 30th of October 2025***

0730 – 0830	***Analyse Phase: Hypothesis Testing*** *Define & Distinguish Between Hypothesis Terms (i.e., Null & Alternative, Type I & Type II Error, P-Value & Power) (Understand)*
0930 - 0945	*Break*
0945 - 1030	***Improve & Control Phases: Improvement Techniques*** *Kaizen & Kaizen Blitz (Define & Distinguish Between these Two Methods & Describe How they can be Used to Make Improvements to Any Process in an Organization) (Understand) • Plan-Do-Check-Act (PDCA) Cycle (Define & Distinguish Between the Steps in This Process Improvement Tool) (Understand) • Cost-Benefit Analysis (Explain the Importance of this Analysis & How it is Used in the Improve Phase) (Understand)*
1030 - 1200	***Improve & Control Phases: Control Tools & Documentation*** *Control Plan (Describe the Importance of a Control Plan for Maintaining Improvements) (Understand) • Control Charts (Describe How X-R Charts are Used for Monitoring & Sustaining Improved Processes) (Understand)*
1200 - 1215	*Break*
1215 - 1345	***Improve & Control Phases: Control Tools & Documentation (cont'd)*** *Document Control (Describe the Importance of Documenting Changes to a Process & Communicating those Changes to Stakeholders) (Understand) • Work Instructions & Standard Operating Procedures (SOPs) (Understand the Purpose & Use of Work Instructions & SOPs) (Understand)*
1345 – 1400	***Course Conclusion*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course*
1400 – 1415	***POST-TEST***
1415 – 1430	*Presentation of Course Certificates*
1430	*Lunch & End of Course*

MOCK Exam

Upon the completion of the course, participants have to sit for a MOCK Examination similar to the exam of the Certification Body through Haward's Portal. Each participant will be given a username and password to log in Haward's Portal for the MOCK Exam during the 30 days following the course completion. Each participant has only one trial for the MOCK exam within this 30-day examination window. Hence, you have to prepare yourself very well before starting your MOCK exam as this exam is a simulation to the one of the Certification Body.

Practical Sessions

80% of this highly-interactive course is practical sessions. Theory learnt (20%) will be applied using various role-plays, case studies and practical sessions.

Course Coordinator

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