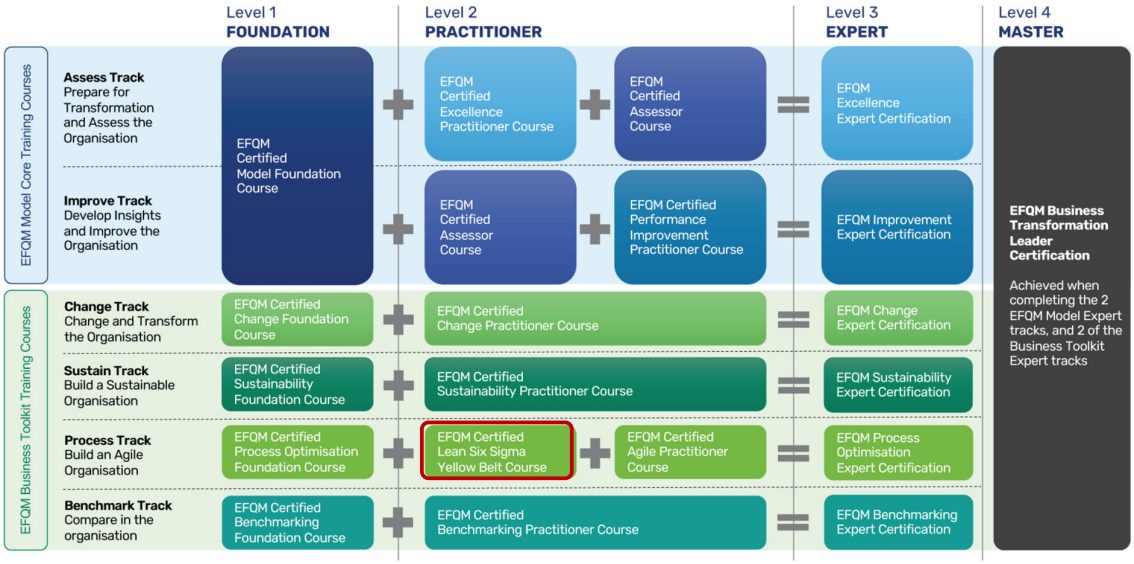
EFQM Certified Lean Six Sigma Yellow Belt 2025

Builds on the Process Optimisation Foundation course to develop confidence and capability to lead improvement initiatives, deepen Lean Six Sigma tool knowledge through DMAIC, reduce inefficiencies, solve complex problems, and deliver measurable outcomes aligned to EFQM Execution using RADAR logic.



The Certified Lean Six Sigma Yellow Belt course is a pre-requisite to reach the EFQM Certified Process Optimisation Expert Certification.

Lead improvements with DMAIC

RADAR-aligned action planning

From root cause to control plan

Overall course topics

- Lean Six Sigma foundations: Lean principles, Six Sigma basics, CTQs, variation, “manage by fact”, and DMAIC overview
- **Define**: problem statement, scope, SIPOC, VOC→CTQ, stakeholder engagement, improvement charter
- **Measure**: process mapping techniques, data collection planning (5Ws+1H), operational definitions, histograms/run charts/control charts
- **Analyse**: root cause analysis (fishbone, Pareto, 5 Whys), value-add analysis, waste analysis (TIM WOODS)
- **Improve**: solution generation, 5S, Theory of Constraints, poka-yoke, selection matrices, risk planning, implementation planning

- **Control**: demonstrating improvements with data, standardisation, control plans (5Ws+1H), visual management, daily accountability, storytelling
- Reflection & application: consolidate learning and identify a real-world improvement project to take forward

Goals

By participating in this course, delegates build the confidence and practical capability to lead structured, measurable improvement initiatives: they learn to apply the full **DMAIC** method (Define–Measure–Analyse–Improve–Control) to real processes, use data-driven problem solving to identify root causes and reduce waste, and translate customer needs into clear measures and action plans that can be sustained through control plans, standardisation and daily accountability—explicitly anchoring improvements in the EFQM Model's Execution dimension and **RADAR** logic so outcomes are demonstrated, reviewed, and refined over time.

Learning objectives

Participants will:

- Build skills and confidence to lead structured improvement initiatives using DMAIC
- Apply Lean Six Sigma tools to reduce inefficiency, solve complex problems, and deliver measurable outcomes
- Anchor improvements in EFQM's Execution dimension using RADAR logic and practical, action-oriented planning

Learning outcomes

By the end of the course, delegates will be able to:

- Apply the complete **DMAIC** method to define, measure, analyse, improve and control processes
- Execute improvement projects using practical tools and team exercises
- Create **RADAR-aligned** action plans with clear measures and reflective learning
- Lead small-to-medium improvement initiatives with accountability
- Deliver measurable outcomes that reduce waste and improve service consistency

Certification (exam)

Final online exam: **20 questions**, **60 minutes**, **open book**, **bloom level 3 & 4, pass mark 60%**

Course agenda

The typical agenda of the course is as follows:

Breaks and lunch are scheduled throughout the days, timing is flexible and takes into account the course content, exercises and group discussions.