Welcome to RPM-Academy!

You have accessed the complete library of Lean Six Sigma and Agile courses, tools, and other resources.

This document summarizes each of the Certificate programs and recommended order for completion of courses for each learning path;

Certificate Program	# of Courses	Hours*	ASQ RU**	Page #
Agile Project Management	9	7	0.7	2
Lean White Belt	9	9	0.9	3
Lean Six Sigma White Belt	10	11	1.1	4
Lean Champion	19	26	2.6	5
Lean Six Sigma Champion	25	36	3.6	6
Lean Yellow Belt	19	23	2.3	7
Lean Six Sigma Yellow Belt	27	36	3.6	8
Lean Green Belt	28	38	3.8	9
Lean Six Sigma Green Belt	51	80	8.0	10
Lean Black Belt	38	55	5.5	11
Lean Six Sigma Black Belt	60	98	9.8	12

Actual hours of study may vary depending on the learning style of each student. Estimated hours are derived from average time of completion by students.

ASQ Recertification Journal: RU = 0.1 per course hour (ref: https://asq.org/cert/recertification)

Click on your chosen Certificate program from the preceding table to review the course requirements and recommended order for completion.

If you require any assistance in choosing the program that is right for you, please contact RPM-Academy;

Email: info@rpm-academy.com

Phone: 647-873-7081 (Ottawa, Canada)

Certificate in Agile Project Management

The RPM-Academy Certificate in Agile Project Management is a confirmation of your understanding of Agile principles, tools, and methods, including planning, management, and execution of Scrum and associated Sprints enabling the successful design development, and release of highly valued products to your customers. It is recommended that you complete the required courses in the following order;

- ☐ IT001   Agile Fundamentals
- ☐ IT002   Sprint Planning
- ☐ IT003   Scrum Product Backlog
- ☐ IT004   Kanban Boards
- ☐ IT005   Daily Scrum Meetings
- ☐ IT006   Sprint Reviews
- ☐ IT007   Sprint Retrospective
- ☐ IT008   Burndown Chart
- ☐ IT009   Definition of Done

When you have completed the required courses, you can unlock your certificate. Go to the "Operational Excellence: Certificate Programs" section of your home page and select;

- ☐ C001   Certificate in Agile Project Management

You will be prompted to complete a brief survey after which you will then be able to download and/or print your Certificate and optionally update your LinkedIn™ professional profile and sharing your accomplishment.

Certificate in Lean – White Belt

Success in establishing a sustainable Lean quality culture is not only dependent on a committed leadership team, knowledgeable and effective managers, and front-line team members that have learned the fundamentals of Lean Thinking and understand how they can contribute to a continuous improvement strategy… The Lean White Belt! It is recommended that you complete the required courses in the following order;

- ☐ L001   Introduction to Lean
- ☐ L002-1 Writing Effective Problem Statements
- ☐ L002-2 Introduction to Kaizen
- ☐ L002-3 Using the A3 Report for Rapid Improvement
- ☐ L002-4 SIPOC Mapping
- ☐ L003-1 Understanding and Implementing 5S/6S
- ☐ L003-2 Implementing and Facilitating Lean "Huddles"
- ☐ L003-3 Visual Workplace
- ☐ L003-4 Standard Work

When you have completed the required courses, you can unlock your certificate. Go to the "Operational Excellence: Certificate Programs" section of your home page and select;

- ☐ C011   Certificate in Lean – White Belt

You will be prompted to complete a brief survey after which you will then be able to download and/or print your Certificate and optionally update your LinkedIn™ professional profile and sharing your accomplishment.

Certificate in Lean Six Sigma – White Belt

Success in establishing a sustainable Lean Six Sigma quality culture is not only dependent on a committed leadership team, knowledgeable and effective managers, and front-line team members that have learned the fundamentals of Lean Thinking and understand how they can contribute to a continuous improvement strategy... The Lean Six Sigma White Belt! It is recommended that you complete the required courses in the following order;

- ☐ L001   Introduction to Lean
- ☐ S001   Introduction to Six Sigma
- ☐ L002-1 Writing Effective Problem Statements
- ☐ L002-2 Introduction to Kaizen
- ☐ L002-3 Using the A3 Report for Rapid Improvement
- ☐ L002-4 SIPOC Mapping
- ☐ L003-1 Understanding and Implementing 5S/6S
- ☐ L003-2 Implementing and Facilitating Lean "Huddles"
- ☐ L003-3 Visual Workplace
- ☐ L003-4 Standard Work

When you have completed the required courses, you can unlock your certificate. Go to the "Operational Excellence: Certificate Programs" section of your home page and select;

- ☐ C012   Certificate in Lean Six Sigma – White Belt

You will be prompted to complete a brief survey after which you will then be able to download and/or print your Certificate and optionally update your LinkedIn™ professional profile and sharing your accomplishment.

Certificate in Lean – Champion

The RPM-Academy Certificate in Lean Champion is a confirmation of your understanding of the fundamentals of Lean and your ability to promote and inspire the use of Lean principles, tools and methods in your organization. As a Lean Champion, you are prepared to sponsor and support successful Lean improvement projects and participate in the planning and deployment of a strategically aligned Lean program. It is recommended that you complete the required courses in the following order;

- ☐ L001   Introduction to Lean
- ☐ L002-1 Writing Effective Problem Statements
- ☐ L002-2 Introduction to Kaizen
- ☐ L002-3 Using the A3 Report for Rapid Improvement
- ☐ L002-4 SIPOC Mapping
- ☐ L003-1 Understanding and Implementing 5S/6S
- ☐ L003-2 Implementing and Facilitating Lean "Huddles"
- ☐ L003-3 Visual Workplace
- ☐ L003-4 Standard Work
- ☐ L004-3 Gemba (Waste) Walks
- ☐ S003   Controlling the Process
- ☐ S004   Assessing Process Capability
- ☐ L005-1 Constructing Project Charters
- ☐ L005-2 Managing Change
- ☐ L007   Value Stream Mapping
- ☐ L013   Lean Deployment Strategy and Methods
- ☐ L014   Lean and Green: The Environmental Benefits
- ☐ S020-1 Voice of the Customer - Kano Analysis
- ☐ S020-2 Voice of the Customer - Net Promoter Score

When you have completed the required courses, you can unlock your certificate. Go to the "Operational Excellence: Certificate Programs" section of your home page and select;

- ☐ C013   Certificate in Lean – Champion

You will be prompted to complete a brief survey after which you will then be able to download and/or print your Certificate and optionally update your LinkedIn™ professional profile and sharing your accomplishment.

Certificate in Lean Six Sigma - Champion

The RPM-Academy Certificate in Lean Six Sigma Champion is a confirmation of your understanding of the fundamentals of Lean and your ability to promote and inspire the use of Lean Six Sigma principles, tools and methods in your organization. As a Lean Six Sigma Champion, you are prepared to sponsor and support successful Lean Six Sigma improvement projects and participate in the planning and deployment of a strategically aligned Lean Six Sigma program. It is recommended that you complete the required courses in the following order;

- ☐ L001   Introduction to Lean
- ☐ S001   Introduction to Six Sigma
- ☐ L002-1 Writing Effective Problem Statements
- ☐ L002-2 Introduction to Kaizen
- ☐ L002-3 Using the A3 Report for Rapid Improvement
- ☐ L002-4 SIPOC Mapping
- ☐ L003-1 Understanding and Implementing 5S/6S
- ☐ L003-2 Implementing and Facilitating Lean "Huddles"
- ☐ L003-3 Visual Workplace
- ☐ L003-4 Standard Work
- ☐ L004-3 Gemba (Waste) Walks
- ☐ S003   Controlling the Process
- ☐ S004   Assessing Process Capability
- ☐ L005-1 Constructing Project Charters
- ☐ L005-2 Managing Change
- ☐ L007   Value Stream Mapping
- ☐ S005   Introduction to Basic Statistics
- ☐ S007-1 Graphical Analysis - The Histogram
- ☐ S007-2 Graphical Analysis - The Boxplot
- ☐ S007-3 Graphical Analysis - The Scatter Plot
- ☐ L013   Lean Deployment Strategy and Methods
- ☐ L014   Lean and Green: The Environmental Benefits
- ☐ S009   Introduction to Hypothesis Testing
- ☐ S020-1 Voice of the Customer - Kano Analysis

☐ S020-2 Voice of the Customer - Net Promoter Score

When you have completed the required courses, you can unlock your certificate. Go to the "Operational Excellence: Certificate Programs" section of your home page and select;

☐ C014   Certificate in Lean Six Sigma – Champion

You will be prompted to complete a brief survey after which you will then be able to download and/or print your Certificate and optionally update your LinkedIn™ professional profile and sharing your accomplishment.

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Certificate in Lean – Yellow Belt

The RPM-Academy Certificate in Lean Yellow Belt is a confirmation of your ability to facilitate Lean "kaizen" rapid improvement projects, successfully working with a small project team to apply basic Lean principles, tools, and methods to solve problems and improve processes. It is recommended that you complete the required courses in the following order;

- ☐ L001   Introduction to Lean
- ☐ L002-1   Writing Effective Problem Statements
- ☐ L002-2   Introduction to Kaizen
- ☐ L002-3   Using the A3 Report for Rapid Improvement
- ☐ L002-4   SIPOC Mapping
- ☐ L003-1   Understanding and Implementing 5S/6S
- ☐ L003-2   Implementing and Facilitating Lean "Huddles"
- ☐ L003-3   Visual Workplace
- ☐ L003-4   Standard Work
- ☐ L004-1   Mapping the Process
- ☐ L004-2   Spaghetti Diagrams
- ☐ L004-3   Gemba (Waste) Walks
- ☐ S002-1   Failure Modes and Effects Analysis
- ☐ S002-2   Error-Proofing/Mistake-proofing
- ☐ L005-1   Constructing Project Charters
- ☐ L005-2   Managing Change
- ☐ L006-1   Brainstorming, Affinity Diagrams & Team Voting
- ☐ L006-2   Cause & Effect Diagrams & the Five Whys
- ☐ L006-3   Pareto Charts and the 80/20 Rule

When you have completed the required courses, you can unlock your certificate. Go to the "Operational Excellence: Certificate Programs" section of your home page and select;

- ☐ C015   Certificate in Lean – Yellow Belt

You will be prompted to complete a brief survey after which you will then be able to download and/or print your Certificate and optionally update your LinkedIn™ professional profile and sharing your accomplishment.

Certificate in Lean Six Sigma – Yellow Belt

The RPM-Academy Certificate in Lean Six Sigma Yellow Belt is a confirmation of your ability to facilitate Lean "kaizen" rapid improvement projects, successfully working with a small project team to apply basic Lean principles, tools, and methods to solve problems and improve processes. Your knowledge of Six Sigma and the ability to leverage basic statistics and perform graphical analysis provides you with a robust set of tools for the process improvement projects you will be leading. It is recommended that you complete the required courses in the following order;

- ☐ L001   Introduction to Lean
- ☐ S001   Introduction to Six Sigma
- ☐ L002-1   Writing Effective Problem Statements
- ☐ L002-2   Introduction to Kaizen
- ☐ L002-3   Using the A3 Report for Rapid Improvement
- ☐ L002-4   SIPOC Mapping
- ☐ L003-1   Understanding and Implementing 5S/6S
- ☐ L003-2   Implementing and Facilitating Lean "Huddles"
- ☐ L003-3   Visual Workplace
- ☐ L003-4   Standard Work
- ☐ L004-1   Mapping the Process
- ☐ L004-2   Spaghetti Diagrams
- ☐ L004-3   Gemba (Waste) Walks
- ☐ S002-1   Failure Modes and Effects Analysis
- ☐ S002-2   Error-Proofing/Mistake-proofing
- ☐ S003   Controlling the Process
- ☐ S004   Assessing Process Capability
- ☐ L005-1   Constructing Project Charters
- ☐ L005-2   Managing Change
- ☐ L006-1   Brainstorming, Affinity Diagrams & Team Voting
- ☐ L006-2   Cause & Effect Diagrams & the Five Whys
- ☐ L006-3   Pareto Charts and the 80/20 Rule
- ☐ S005   Introduction to Basic Statistics
- ☐ S006-1   The Normal Distribution

☐ S007-1 Graphical Analysis - The Histogram

☐ S007-2 Graphical Analysis - The Boxplot

☐ S007-3 Graphical Analysis - The Scatter Plot

When you have completed the required courses, you can unlock your certificate. Go to the "Operational Excellence: Certificate Programs" section of your home page and select;

☐ C016   Certificate in Lean Six Sigma – Yellow Belt

You will be prompted to complete a brief survey after which you will then be able to download and/or print your Certificate and optionally update your LinkedIn™ professional profile and sharing your accomplishment.

Certificate in Lean – Green Belt

The RPM-Academy Certificate in Lean Green Belt is a confirmation of your ability to manage improvement projects often spanning value streams made up of multiple departments and functions, successfully working with a team of subject matter experts to apply Lean principles, tools, and methods to solve problems, eliminate waste and constraints to flow, and improve processes. It is recommended that you complete the required courses in the following order;

- ☐ L001   Introduction to Lean
- ☐ S001   Introduction to Six Sigma
- ☐ L002-1 Writing Effective Problem Statements
- ☐ L002-2 Introduction to Kaizen
- ☐ L002-3 Using the A3 Report for Rapid Improvement
- ☐ L002-4 SIPOC Mapping
- ☐ L003-1 Understanding and Implementing 5S/6S
- ☐ L003-2 Implementing and Facilitating Lean "Huddles"
- ☐ L003-3 Visual Workplace
- ☐ L003-4 Standard Work
- ☐ L004-1 Mapping the Process
- ☐ L004-2 Spaghetti Diagrams
- ☐ L004-3 Gemba (Waste) Walks
- ☐ S002-1 Failure Modes and Effects Analysis
- ☐ S002-2 Error-Proofing/Mistake-proofing
- ☐ S003   Controlling the Process
- ☐ S004   Assessing Process Capability
- ☐ L005-1 Constructing Project Charters
- ☐ L005-2 Managing Change
- ☐ L006-1 Brainstorming, Affinity Diagrams & Team Voting
- ☐ L006-2 Cause & Effect Diagrams & the Five Whys
- ☐ L006-3 Pareto Charts and the 80/20 Rule
- ☐ L007   Value Stream Mapping
- ☐ L008   Kanban and Material Management
- ☐ L009-1 Work levelling/Load Balancing

☐ L009-2 Work Cell Design & Improved Office/Facility Layout

☐ L010   Rapid Changeover Techniques/SMED

☐ L012   Process Control Plans and Control Charts

When you have completed the required courses, you can unlock your certificate. Go to the "Operational Excellence: Certificate Programs" section of your home page and select;

☐ C017   Certificate in Lean – Green Belt

You will be prompted to complete a brief survey after which you will then be able to download and/or print your Certificate and optionally update your LinkedIn™ professional profile and sharing your accomplishment.

Certificate in Lean Six Sigma – Green Belt

The RPM-Academy Certificate in Lean Six Sigma Green Belt is a confirmation of your ability to manage complex improvement projects often spanning value streams made up of multiple departments and functions, successfully working with a team of subject matter experts to apply Lean Six Sigma principles, tools, and methods to analyze process variation as part of root cause analysis, solve problems, eliminate waste and constraints to flow, and improve processes. It is recommended that you complete the required courses in the following order;

- ☐ L001   Introduction to Lean
- ☐ S001   Introduction to Six Sigma
- ☐ L002-1   Writing Effective Problem Statements
- ☐ L002-2   Introduction to Kaizen
- ☐ L002-3   Using the A3 Report for Rapid Improvement
- ☐ L002-4   SIPOC Mapping
- ☐ L003-1   Understanding and Implementing 5S/6S
- ☐ L003-2   Implementing and Facilitating Lean "Huddles"
- ☐ L003-3   Visual Workplace
- ☐ L003-4   Standard Work
- ☐ L004-1   Mapping the Process
- ☐ L004-2   Spaghetti Diagrams
- ☐ L004-3   Gemba (Waste) Walks
- ☐ S002-1   Failure Modes and Effects Analysis
- ☐ S002-2   Error-Proofing/Mistake-proofing
- ☐ S003   Controlling the Process
- ☐ S004   Assessing Process Capability
- ☐ L005-1   Constructing Project Charters
- ☐ L005-2   Managing Change
- ☐ L006-1   Brainstorming, Affinity Diagrams & Team Voting
- ☐ L006-2   Cause & Effect Diagrams & the Five Whys
- ☐ L006-3   Pareto Charts and the 80/20 Rule
- ☐ L007   Value Stream Mapping
- ☐ L008   Kanban and Material Management
- ☐ L009-1   Work levelling/Load Balancing
- ☐ L009-2   Work Cell Design & Improved Office/Facility Layout
- ☐ L010   Rapid Changeover Techniques/SMED
- ☐ L012   Process Control Plans and Control Charts

- ☐ S005 Introduction to Basic Statistics
- ☐ S006-1 The Normal Distribution
- ☐ S006-2 The Standard Normal (Z) Distribution
- ☐ S006-3 Testing for Normality
- ☐ S007-1 Graphical Analysis - The Histogram
- ☐ S007-2 Graphical Analysis - The Boxplot
- ☐ S007-3 Graphical Analysis - The Scatter Plot
- ☐ S008 Central Limit Theorem and Confidence Intervals
- ☐ S009 Introduction to Hypothesis Testing
- ☐ S010 Data Collection and Sampling
- ☐ S011 MSA - Gauge R & R Studies
- ☐ S012 MSA - Attribute Agreement Analysis
- ☐ S013-1 Process Capability Measures - Discrete
- ☐ S013-2 Process Capability Measures - Continuous
- ☐ S014 Correlation and Simple Linear Regression
- ☐ S015 Discrete & Continuous Probability Distributions
- ☐ S016 Hypothesis Testing - Mean and Median
- ☐ S017 Test for Equal Variance
- ☐ S018 Analysis of Variance (ANOVA) and ANOM
- ☐ S019-1 Proportion Testing
- ☐ S019-2 Chi-Square Analysis
- ☐ S020-1 Voice of the Customer - Kano Analysis
- ☐ S020-2 Voice of the Customer - Net Promoter Score

When you have completed the required courses, you can unlock your certificate. Go to the "Operational Excellence: Certificate Programs" section of your home page and select;

- ☐ C018 Certificate in Lean Six Sigma – Green Belt

You will be prompted to complete a brief survey after which you will then be able to download and/or print your Certificate and optionally update your LinkedIn™ professional profile and sharing your accomplishment.

Certificate in Lean – Black Belt

The RPM-Academy Certificate in Lean Black Belt is a confirmation of your ability to manage improvement projects often spanning value streams made up of multiple departments and functions, successfully working with a team of subject matter experts to apply Lean principles, tools, and methods to solve problems, eliminate waste and constraints to flow, and improve processes. As a Black Belt, you are also able to assist senior management in developing and implementing a highly-customized enterprise deployment of Lean. It is recommended that you complete the required courses in the following order;

- ☐ L001   Introduction to Lean
- ☐ S001   Introduction to Six Sigma
- ☐ L002-1   Writing Effective Problem Statements
- ☐ L002-2   Introduction to Kaizen
- ☐ L002-3   Using the A3 Report for Rapid Improvement
- ☐ L002-4   SIPOC Mapping
- ☐ L003-1   Understanding and Implementing 5S/6S
- ☐ L003-2   Implementing and Facilitating Lean "Huddles"
- ☐ L003-3   Visual Workplace
- ☐ L003-4   Standard Work
- ☐ L004-1   Mapping the Process
- ☐ L004-2   Spaghetti Diagrams
- ☐ L004-3   Gemba (Waste) Walks
- ☐ S002-1   Failure Modes and Effects Analysis
- ☐ S002-2   Error-Proofing/Mistake-proofing
- ☐ S003   Controlling the Process
- ☐ S004   Assessing Process Capability
- ☐ L005-1   Constructing Project Charters
- ☐ L005-2   Managing Change
- ☐ L006-1   Brainstorming, Affinity Diagrams & Team Voting
- ☐ L006-2   Cause & Effect Diagrams & the Five Whys
- ☐ L006-3   Pareto Charts and the 80/20 Rule
- ☐ L007   Value Stream Mapping

- ☐ L008　　Kanban and Material Management
- ☐ L009-1　Work levelling/Load Balancing
- ☐ L009-2　Work Cell Design & Improved Office/Facility Layout
- ☐ L010　　Rapid Changeover Techniques/SMED
- ☐ L011　　Total Productive Maintenance (TPM)
- ☐ L012　　Process Control Plans and Control Charts
- ☐ S005　　Introduction to Basic Statistics
- ☐ S006-1　The Normal Distribution
- ☐ S006-2　The Standard Normal (Z) Distribution
- ☐ S006-3　Testing for Normality
- ☐ S007-1　Graphical Analysis - The Histogram
- ☐ S007-2　Graphical Analysis - The Boxplot
- ☐ S007-3　Graphical Analysis - The Scatter Plot
- ☐ L013　　Lean Deployment Strategy and Methods
- ☐ L014　　Lean and Green: The Environmental Benefits

When you have completed the required courses, you can unlock your certificate. Go to the "Operational Excellence: Certificate Programs" section of your home page and select;

- ☐ C019　　Certificate in Lean – Black Belt

You will be prompted to complete a brief survey after which you will then be able to download and/or print your Certificate and optionally update your LinkedIn™ professional profile and sharing your accomplishment.

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Certificate in Lean Six Sigma – Black Belt

The RPM-Academy Certificate in Lean Six Sigma Black Belt is a confirmation of your ability to manage enterprise wide improvement projects spanning value streams made up of multiple departments and functions, successfully working with a team of subject matter experts to apply Lean Six Sigma principles, tools, and methods to perform complex assessments and analyses to solve problems, eliminate waste and constraints to flow, and improve processes. As a Lean Six Sigma Black Belt, you are also able to assist senior management in developing and implementing a highly-customized enterprise deployment of Lean. It is recommended that you complete the required courses in the following order;

- ☐ L001   Introduction to Lean
- ☐ S001   Introduction to Six Sigma
- ☐ L002-1 Writing Effective Problem Statements
- ☐ L002-2 Introduction to Kaizen
- ☐ L002-3 Using the A3 Report for Rapid Improvement
- ☐ L002-4 SIPOC Mapping
- ☐ L003-1 Understanding and Implementing 5S/6S
- ☐ L003-2 Implementing and Facilitating Lean "Huddles"
- ☐ L003-3 Visual Workplace
- ☐ L003-4 Standard Work
- ☐ L004-1 Mapping the Process
- ☐ L004-2 Spaghetti Diagrams
- ☐ L004-3 Gemba (Waste) Walks
- ☐ S002-1 Failure Modes and Effects Analysis
- ☐ S002-2 Error-Proofing/Mistake-proofing
- ☐ S003   Controlling the Process
- ☐ S004   Assessing Process Capability
- ☐ L005-1 Constructing Project Charters
- ☐ L005-2 Managing Change
- ☐ L006-1 Brainstorming, Affinity Diagrams & Team Voting
- ☐ L006-2 Cause & Effect Diagrams & the Five Whys
- ☐ L006-3 Pareto Charts and the 80/20 Rule
- ☐ L007   Value Stream Mapping
- ☐ L008   Kanban and Material Management

- ☐ L009-1 Work levelling/Load Balancing
- ☐ L009-2 Work Cell Design & Improved Office/Facility Layout
- ☐ L010   Rapid Changeover Techniques/SMED
- ☐ L011   Total Productive Maintenance (TPM)
- ☐ L012   Process Control Plans and Control Charts
- ☐ S005   Introduction to Basic Statistics
- ☐ S006-1 The Normal Distribution
- ☐ S006-2 The Standard Normal (Z) Distribution
- ☐ S006-3 Testing for Normality
- ☐ S007-1 Graphical Analysis - The Histogram
- ☐ S007-2 Graphical Analysis - The Boxplot
- ☐ S007-3 Graphical Analysis - The Scatter Plot
- ☐ L013   Lean Deployment Strategy and Methods
- ☐ L014   Lean and Green: The Environmental Benefits
- ☐ S008   Central Limit Theorem and Confidence Intervals
- ☐ S009   Introduction to Hypothesis Testing
- ☐ S010   Data Collection and Sampling
- ☐ S011   MSA - Gauge R & R Studies
- ☐ S012   MSA - Attribute Agreement Analysis
- ☐ S013-1 Process Capability Measures - Discrete
- ☐ S013-2 Process Capability Measures - Continuous
- ☐ S014   Correlation and Simple Linear Regression
- ☐ S015   Discrete & Continuous Probability Distributions
- ☐ S016   Hypothesis Testing - Mean and Median
- ☐ S017   Test for Equal Variance
- ☐ S018   Analysis of Variance (ANOVA) and ANOM
- ☐ S019-1 Proportion Testing
- ☐ S019-2 Chi-Square Analysis
- ☐ S020-1 Voice of the Customer - Kano Analysis
- ☐ S020-2 Voice of the Customer - Net Promoter Score

- ☐ S021 Use of Data Transformation in Analysis
- ☐ S022 Introduction to Logistic Regression
- ☐ S023 Introduction to General Linear Models (GLM)
- ☐ S024 Introduction to Reliability Life Data Analysis
- ☐ S025 Introduction to Design of Experiments (DOE)
- ☐ S028 Introduction to Design for Six Sigma

When you have completed the required courses, you can unlock your certificate. Go to the "Operational Excellence: Certificate Programs" section of your home page and select;

- ☐ C020 Certificate in Lean Six Sigma – Black Belt

You will be prompted to complete a brief survey after which you will then be able to download and/or print your Certificate and optionally update your LinkedIn™ professional profile and sharing your accomplishment.