

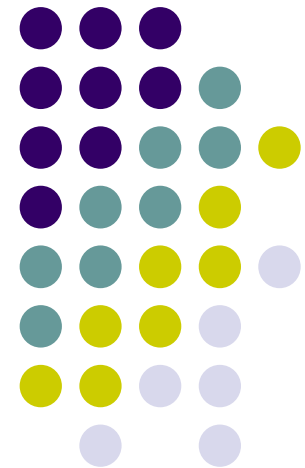
Certification of Lean & Six Sigma Professionals

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24 September 2011



Hong Kong Society for Quality





Agenda

- HKSQ and its international partners
- Six Sigma Professionals
- ASQ Certification programs
- How can HKSQ help you
- Lean Certification
- Q&A





香港品質學會 Hong Kong Society for Quality



- Objectives:

To promote a greater awareness of the need for quality in Hong Kong for ensuring product and service excellence through continuous improvement of quality and customer satisfaction, and to provide continuing education to professionals involved in quality and reliability.

www.hksq.org





香港品質學會 Hong Kong Society for Quality



- WorldPartner[®] of ASQ



- Founding member of ANQ



American Society for Quality



- A professional, not-for-profit society founded in 1946
- A world-wide leader in the development, promotion and application of quality related information and technology for the quality professional
- Mission: “To advance individual, organizational and community excellence through learning, quality improvement and knowledge exchange”
- Offers professional certification programs in more than 40 countries



Certification Programs



- Established in 1968 to give recognition to those individuals who have demonstrated proficiency in a specified body of knowledge (BoK) relating to quality and reliability
- More than 90,000 individuals have earned certification through ASQ's programs
- More than 125 companies have formally acknowledged ASQ certification as verification of an individual's mastery of a specified BoK

Types of ASQ Certification



- Certified Six Sigma Black Belt (CSSBB)
 - Certified Six Sigma Black Belt (CSSGB)
 - Certified Master Black Belt (CMBB)
 - Certified Quality Engineer (CQE)
 - Manager of Quality/Organization Excellence Certification
 - Certified Quality Auditor (CQA)
 - Certified Reliability Engineer (CRE)
 - Certified Software Quality Engineer (CSQE)
- *and others*



Why go for Certification

From employees' perspective:

- Realize your salary goals
- Advance within your organization
- Enhance your career & self esteem
- Gain recognition for performance excellence
- Affirm your commitment to quality



Why go for Certification



From employers' perspective:

- Incorporate ASQ certification in your strategic plan
- Initiate your quality improvement
- Create a quality system with quality tools
- Provide your employees with the tools they need to do quality work
- Organizational excellence starts with ASQ certification



ASQ SSGB and SSBB Certification Requirements



- **ASQ SSGB Certification**

3-year work experience in one or more areas of the six sigma body of knowledge

- **ASQ SSBB Certification**

Completed 2 six sigma projects, or

Completed 1 six sigma project plus
3-year work experience in one or more areas of the six sigma body of knowledge

ASQ Master Black Belt Certification Requirements



- **Work Experience**

5-year experience in the role of a Six Sigma Black Belt or Master Black Belt, or

Completed 10 Six Sigma Black Belt projects

- **Portfolio Review**

Meet minimum requirements in 3 areas:

Teaching, coaching, mentoring

Occupational experience & responsibility

Technical experience / innovation

What is a Six Sigma Black Belt Project?



- It is a project that uses appropriate tools within a Six Sigma approach to produce breakthrough performance and real financial benefit to an operating business or company

Examples of Six Sigma Black Belt Project

- Manufacturing product defect reduction
- Human resources recruitment cycle time reduction
- Reduced accounts payable invoice processing costs
- Reduced Manufacturing machine setup time



Projects that are not qualified as Six Sigma Black Belt Projects



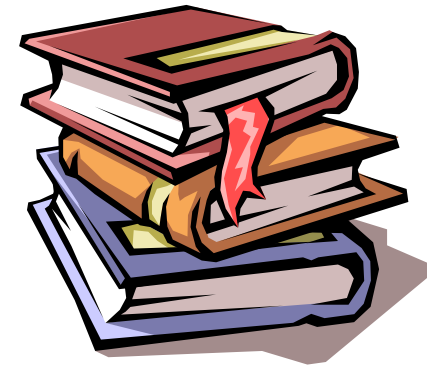
- Prepackaged or classroom exercise that are mock, or simulated projects that were previously completed and/or that do not include actual “hands on” work.
- No real organization or business unit; no current problem or cost benefit.
- Basic product improvement projects not associated with process improvements.
- Software maintenance or remediation without detailed process measurements.
- Any project without measured before-and-after cost benefits.



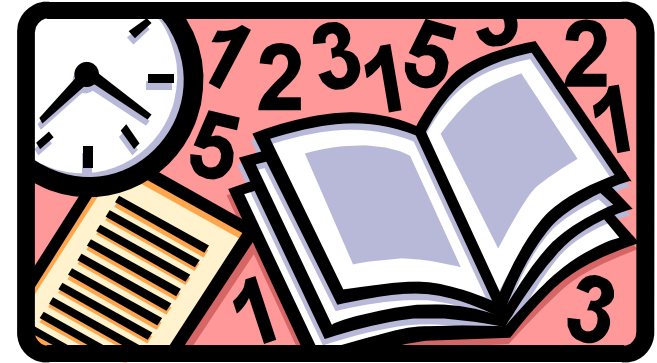
ASQ SSGB, SSBB and MBB Certification Examinations



- Conducted twice a year —
in June & December, or March & October
- Conducted in English
- Open book
- Multiple choice questions (& constructed response questions, in the case of MBB Certification examination)
- CSSGB examination is of 4-hour duration, with 100 questions
CSSBB examination is of 4-hour duration, with 150 questions
CMBB examination is of 5-hour duration, with 100 questions, plus a component with questions related to directed reading materials



Certification Examinations



For Six Sigma Black Belt Certification

- Body of Knowledge (BoK) —

<http://www.asq.org/certification/six-sigma/bok.html>

- Examination dates —

<http://www.asq.org/certification/six-sigma/dates.html>

Coming exam: 1 October 2011

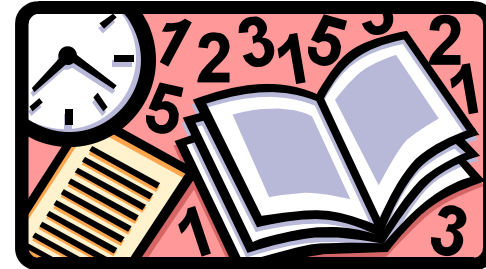
(Application deadline: 12 August 2011)





Certification Examinations

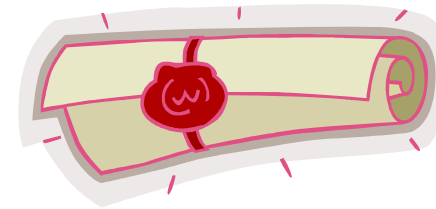
The Venue



- HKSQ acts as proctor of ASQ Certification Examinations conducted in Hong Kong
- Examinations are normally held at The Hong Kong Polytechnic University, details of which will be sent to candidates upon successful application for taking the examination



After the Examination



- Examination results are mailed within 6 weeks after the examination date (longer with international mail)
- The passing score of an examination is determined by the judgment of a representative group of ASQ division members
- If you pass the examination, you will receive a letter of congratulations from the Certification Board, a wallet card and certificate showing your certificate number
- If you do not pass the examination, you will receive an analysis of the complete exam. to assist you in prepare for retakes





Retaking the Examination

- No limit to the number of retakes
- A fee will be charged for each retake
- A retake must be made within 2 years of your last attempt
- A retake after a lapse of 2 or more years will be considered a new application and full fees will be charged





Re-certification

- ASQ certification needs to be recertified every 3 years
- Can be done by Re-certification Units (RU) or by testing
- To obtain RU's, you must participate in professional activities that either increase your knowledge of the BoK or are job enhancing



Certification Fee



Certification	Normal Fee	ASQ Member Fee
Six Sigma Green Belt - CSSGB	US\$339	US\$199
Six Sigma Black Belt – CSSBB	US\$449	US\$299
Master Black Belt - MBB		
Portfolio Review	US\$650	US\$495
Examination	US\$2,150	US\$1,995

Source: <http://asq.org/certification/index.html>, August 2011

Statistics of *CSSBB* Exam.



Exam. Date	# of Takers Worldwide	Passing Rate
Oct. 2007	892	60%
Mar. 2008	941	55%
Oct. 2008	1,072	57%
Mar. 2009	1,036	69%
Oct. 2009	1,226	68%
Mar. 2010	928	60%
Oct. 2010	1,142	62%
Mar. 2011	893	56%

Source: Quality Council of Indiana, August 2011

Statistics of CSSGB Exam.



Exam. Date	# of Takers Worldwide	Passing Rate
Dec. 2007	570	79%
Jun. 2008	716	70%
Dec. 2008	741	66%
Jun. 2009	955	71%
Dec. 2009	911	75%
Jun. 2010	1,024	72%
Dec. 2010	1,069	71%
Jun. 2011	1,125	71%

Source: Quality Council of Indiana, August 2011

Statistics of *CMBB* Exam.



First Examination: October 2010

Exam. Date	# of Takers Worldwide	Passing Rate
Oct. 2010	18	100%
Mar. 2011	7	57%

Source: Quality Council of Indiana, August 2011



How can HKSQ help you?



- Body of Knowledge Workshops organized by HKSQ
- HKSQ Six Sigma Green Belt Program
- ASQ Six Sigma Black Belt Program
- HKSQ members can take ASQ Certification Examinations at ASQ member rates if their applications are processed through HKSQ
- HKSQ members can order ASQ Certification Examination suggested reference materials at ASQ member rate
- Primers for ASQ Certification published by Quality Council of Indiana can be ordered from HKSQ





Six Sigma Green Belt Program



Who are eligible?

- Individual members of HKSQ
- Successfully completed, in previous 2 years, a course accredited by HKSQ's Accreditation Board

HKSQ members registered as Certified Six Sigma Green Belt under this scheme are listed on HKSQ's website

This certification needs to be re-certified after 3 years





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Lean Cert Home **Bronze Level** Silver Level Gold Level

This Lean program is the benchmark for achievements and personal growth in Lean.

Designed by three organizations – the Society of Manufacturing Engineers (SME), the Association for Manufacturing Excellence (AME) and The Shingo Prize for Operational Excellence – this alliance has established the standard for continuous improvement and Lean practices.



In 2010, the American Society for Quality (ASQ) joined this collaborative alliance, which truly aligns these leading organizations to a single standard for Lean certification, providing manufacturers and their supply chains with a roadmap for workforce development.



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Lean Certification Program



- **Bronze Level – tactical application of Lean**
- **Silver Level – integrative application of Lean**
- **Gold Level – strategic application of Lean**

Examination (open book, 3-hour):

- **Bronze Level – 170 questions**
- **Silver Level – 150 questions**
- **Gold Level – 150 questions**





Lean Certification Program



Bronze Portfolio should document

- Completion of 80 hours minimum of education/training requirements.
- Five tactical projects: events, projects and/or activities to which specific lean principles and tools were applied
- Portfolio reflection: results of the events, projects and/or activities.





Lean Certification Program



Silver Portfolio should document

- Completion of 160 hours (80 hours from Bronze + 80 additional hours) minimum education/training
- Three tactical projects and Two Integrative (Value Stream) projects: events, projects and/or activities to which specific lean principles and tools were applied
- Mentoring/Coaching
- Integrative portfolio reflection: results of the events, projects and/or activities.





Lean Certification Program



Gold Portfolio should document

- Completion of (200 hours 80 from Bronze, 80 from Silver + 40 additional hours) minimum education/training requirements.
- One tactical project, two Integrative (Value Stream) projects and two Strategic (Enterprise) Projects: events, projects and/or activities to which specific lean principles and tools were applied
- Mentoring/Coaching
- Integrative portfolio reflection: results of the events, projects and/or activities.





Lean Cert Home	Bronze Level	Silver Level	Gold Level
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	Bronze	Silver	Gold
<p>*Please note that there is an additional \$30 surcharge for all paper pencil exams.</p>	List Price \$690.00	List Price \$1,330.00	List Price \$1,970.00





How to contact HKSQ?



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Hong Kong





THANK YOU





Q & A



About the Speaker



Dr. Albert Tsang is a long serving faculty member of the Industrial & Systems Engineering Department at The Hong Kong Polytechnic University. He had extensive work experience in the manufacturing industry, covering functions such as industrial engineering, quality assurance, and project management. Dr. Tsang is a founding member, former Chairman and serving Executive Committee member of Hong Kong Society for Quality (HKSQ). He is the contact person and serves as proctor of ASQ certification examinations held in Hong Kong. He had developed and conducted customized training courses on various aspects of quality and engineering management for many organizations and professional bodies as well as workshops that help candidates prepare for ASQ certification examinations. He has also provided consultancy services to organisations in various sectors on matters related to quality, reliability, maintenance and performance management. Dr. Tsang's publications include four books in the areas of quality, reliability, maintenance and performance management, as well e-learning materials on reliability engineering.

