

# Services Black Belt

Strengthen Customer Relationships AND Your Bottom Line



Six Sigma Qualtec

## Services Black Belt

Services businesses require specific tool sets that differ from the manufacturing environment. **Six Sigma Services Black Belt** is a training program designed specifically to drive change and improve process performance within transactional and service organizations – including financial institutions, healthcare, technology companies, call centers and hospitality organizations.

Qualtec's certification process assures that skills, simulations and demonstration projects are relevant to your business setting. As Six Sigma projects are aligned with both an organization's strategic goals and its customer base, transactional and services businesses realize improved financial performance, strengthened confidence of investors and increased customer satisfaction.

## The Program

**Services Black Belt Certification** is the first Six Sigma training program designed specifically for professional services providers, services businesses and the transactional portions of manufacturing-oriented businesses.

Services Black Belt Certification is a 4-month course involving 20 days of classroom training. Following each one-week course, 4 weeks are devoted to a "real-world" project-driven application in the workplace. Classroom work begins with Six Sigma Qualtec's Ground School, which covers the fundamentals. At this stage, the project is defined that will be the focus of the Black Belt Training process. Subsequent classroom modules provide intensive instruction on each of the five phases of Six Sigma – Define, Measure, Analyze, Improve and Control (DMAIC) – in which candidates follow a Plan-Train-Apply-Support-Review (PTASR) model. The final deliverable includes data on project results as well as a plan for sustainability of performance improvements.



## SIX SIGMA FOR SERVICES COMPANIES

Reap the rewards when you learn to:

- Reduce Cycle Time
- Increase Efficiency
- Standardize Practices
- Eliminate Poor Decision-making Processes

## Immediate Bottom Line Results

Typically, the entire Black Belt training investment can be justified by results from the first project. **The median return on each Qualtec trained Black Belt is \$100,000 per project.**

# REGISTRATION FORM

## Services Black Belt

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### Services Black Belt Training

Please select a seminar date and a support option.  
Submit a separate form for each person attending.

#### Registration Information

Name \_\_\_\_\_  
Title \_\_\_\_\_  
Company \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Telephone \_\_\_\_\_ Fax \_\_\_\_\_  
E-Mail \_\_\_\_\_

#### Black Belt Support Options: (Select one)

Six Sigma Qualtec recommends that Black Belt candidates elect a Master Black Belt support program that provides guidance through the four training weeks.

- Basic Support** – Eight support sessions delivered over the phone and/or computer connections. Each session is conducted in two-hour segments after each training week. The fee for this program is \$6,000, with additional support sessions available at \$750 per session. Additional charges may apply for the use of live computer connections.
- Preferred Support** – Four days of onsite project support (one full-day session will be provided after each training week). The fee for this program is \$12,000 plus actual travel expenses. Additional support days are available at \$3000 per day.
- No Support**

#### Payment Information

Program Fee:	@ \$11,000
Support Option:	+ _____
Total Fee:	= _____

#### Select Payment Method:

- Check Enclosed  
 American Express  
 MasterCard  
 Visa

Card Number \_\_\_\_\_ Expiration \_\_\_\_\_  
Cardholder \_\_\_\_\_ Signature \_\_\_\_\_

**Cancellations:** Attendees canceling 7-30 days prior to the event will be charged a \$250 processing fee.

Attendees canceling less than 7 days prior to the event will be charged the full seminar fee.

**Disclaimer:** SSQ retains the right to move, reschedule or change the class at any time.

Additional expenses include travel to attend the training.

**Logistics:** After your registration form is processed, you will receive a confirmation letter with the specifics of the event. Participants are responsible for making their own travel and hotel arrangements.



### 2007 SEMINAR

*Economically train key personnel  
and have them delivering results  
in the first quarter!*

#### Services/Transactional Black Belt

- TEMPE, AZ**
- March 19-23  
Define
- April 30-May 3  
Measure
- May 28-June 1  
Analyze
- June 25 -30  
Improve/Control

Hours are 8:00 a.m. - 5:00 p.m.

For information on this training program, call 800-247-9871 or email info@ssqi.com

To register complete a registration form and fax back to 480-586-2586

**Fax complete registration forms to 480-586-2586**