What is Six Sigma?
The Six Sigma methodology is one of the most renowned quality management programs in the corporate workplace, aimed at reducing process variation through a structured, problem-solving approach. Six Sigma helps companies measure, manage and improve performance.

About the CSSGB program
The CSSGB program teaches candidates how to apply the DMAIC (Define, Measure, Analyze, Improve, Control) method with basic statistical process control tools. Though illustrated through finance, government and health care examples, the program is appropriate for all industries. It provides a comprehensive framework for project management, which places strategic emphasis on team building and root cause analysis.

Program highlights include:

- Process mapping
- Data collection techniques and display
- Graphical analysis
- Cause and effect analysis
- Poka Yoke
- Statistical process control

Certification requirements
1. Passing a final exam
2. Completing an individual process improvement project* at the candidate’s place of work or a qualified host company/organization (candidate must secure arrangements)

*Successful projects require access to personnel, appropriate data and associated departments where the project is to be performed. A final report will be submitted for instructor approval, to outline performance goals and fully describe the steps taken toward improvement. Project outcomes will be documented – such as process improvement and financial impact – through the identification of before-and-after performance metrics.