Course Competencies (40-80 hr. of training)

1. Solve problems
2. Manage small improvement projects
3. Identify problems/opportunities for improvement
4. Establish improvement project goals
5. View work as processes
6. Map processes
7. Analyze processes for value/waste
8. Collect data
9. Analyze data
10. Develop solutions
11. Implement process changes
12. Manage processes