



## Legislation Text

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**File #:** 2016-0046, **Version:** 0

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### Title

Lean Six Sigma Training for Staff

### History

Last July, as part of the strategic planning review, the Village Board emphasized utilizing technology as a platform for delivering our services and organizational improvement toward improving performance. As such, the Board adopted “High Performing Organization” (HPO) as a fourth pillar in its strategic plan. The key objectives related to HPO are: increased automation of village services (job applications, permits, etc.) and improvement of “internal/external-facing” functions as well as using technology and business process improvement as the platform for achieving this goal. It also entails embracing a culture of learning, respect, leadership at all levels, and continuous improvement. This commitment ensures that we can invest in the human knowledge, skills, and abilities as well as the technology tools to transform how we approach our work.

One successful methodology that will help us get there is Lean Six Sigma. Lean Six Sigma helps staff learn the tools necessary to undertake continuous improvement projects aimed at reducing and eliminating waste or unnecessary steps, reducing project variations, improving customer satisfaction, and improving the organization's performance. A certificate in Lean Six Sigma also constitutes an excellent professional development opportunity for Orland Park staff.

The Northern Illinois University College of Engineering & Engineering Technology offers three certificates in Lean Six Sigma: Yellow Belt and Green Belt and Black Belt. For Yellow Belt certification, staff will participate in a two-day course which will be held at Northern Illinois University campus in Naperville, Illinois in February. The content will cover Lean Principles and Quality Management Systems, Continuous Improvement, I.S.O., Process Maps, etc. Green Belt certification entails an additional four-day course which will be covering Lean Define, Measure, Analyze, Improve, and Control (DMAIC) methodology and the tools that can be applied in each phase. Black Belt Certification entails a three-day course, after completing the Green Belt requirements, and covers DMAIC overview, Define, Measure, Analyze, Design, and Verify (DMADV), Voice of the Customer (VOC), Quality Function Deployment (QFD), Kano Analysis etc.

Yellow Belt training will be held in February, Green Belt and Black Belt training will be held in the coming months in 2016. All training sessions will be held at the NIU Naperville campus.

The total estimated cost for Lean training for FY 2016 is \$28,000, a breakdown of the costs is attached.

### Financial Impact

Funds have been allocated in the FY 2016 training budget.

### Recommended Action/Motion

I move to approve the expenditure with Northern Illinois University for Lean Six Sigma Training, in the amount of \$28,000.

