

Continuous Improvement

Green Belt Program

The Green Belt program at Notre Dame is the main vehicle for delivering process improvement results. Project leaders from campus departments participate in Green Belt training and, with coaching support from the Office of Continuous Improvement and strong project sponsorship, lead teams to deliver improvements to key processes.

Guidelines for a Green Belt project

- Process is connected to a **key goal or problem**
- Process is **existing** & has “**pain**” (e.g. long cycle time, too many defects, low customer satisfaction, etc.)
- Project can be completed **within 6 months** (in most cases)
- Measurable **indicators of success are identifiable**
- **Data is accessible**
- **Solution is unknown**
- Department is able to **commit resources** to project

Green Belt Leader Criteria

- Knowledgeable about the specific process that is the focus of the project
- Receptive to using quantitative methods
- Proven analytical and technical skills
- Task orientation; has a track record of completing assignments
- Able to balance project work and other routine duties and workload
- Good interpersonal skills: Listening, leading meetings, handling challenges and resistance, building alliances and collaboration, managing group dynamics
- Good communication skills: Verbal, written, presenting
- Well regarded by peers; team player
- Comfortable with Microsoft Excel and PowerPoint; not averse to learning new computer tools for analysis

Green Belt Sponsor Expectations

The project sponsor plays a critical role in the success of the project. He/she is expected to:

- **Be engaged & informed** throughout the project
- **Provide needed support & decision-making**
- **Provide resources** necessary for successful project completion
- **Hold project leader & team accountable** for project completion & results

Green Belt Training & Certification

Green Belt certification is awarded to those individuals who meet the following requirements:

- Completion of online training with composite score of 80%+ on skill assessments
- Completion of classroom* training
- Successful project completion (investing ~20% of weekly time to the project)
- Preparation of a final project report

Fall 2017 Classroom Dates:

Day 1: Wed., Oct. 25

Day 2: Wed., Nov. 11

Day 3: Wed., Nov. 15

Day 4: Wed., Nov. 29

Day 5: Wed., Dec. 6

All sessions run from 8am – 5pm
& are located in McKenna Hall

Continuous Improvement Green Belt Training Program

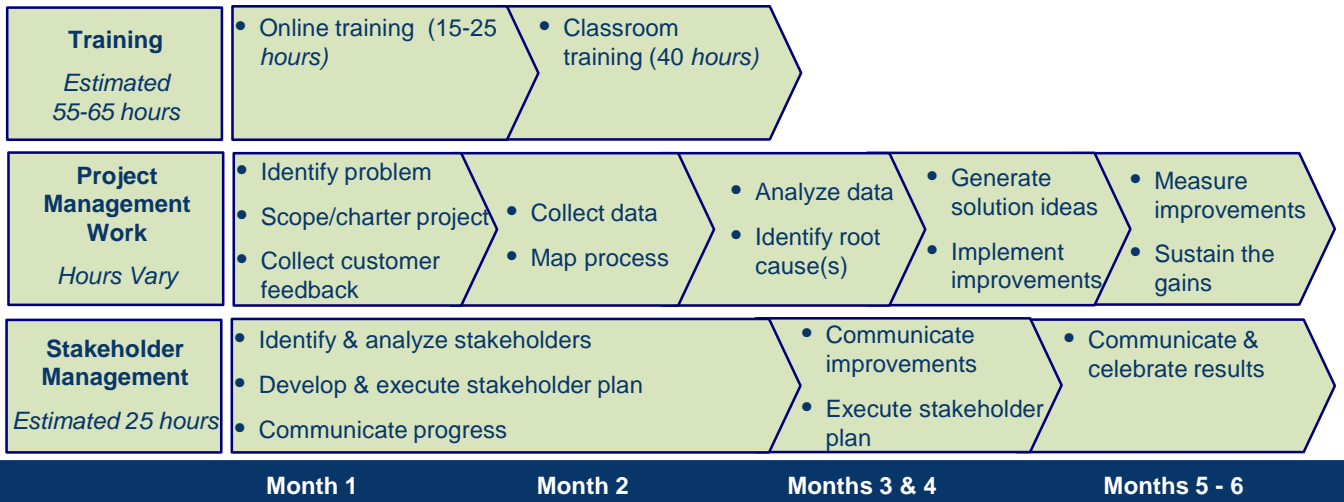
Next Steps

August to Mid-October:

- Sponsors to submit project nominations; OCI confirms projects & leaders
- Pre-training
 - ✓ **Leaders** begin online training
 - ✓ **Leaders & OCI** scope projects, prepare charters, SIPOCs & stakeholder maps
 - ✓ **OCI** delivers training materials & SigmaXL download for training

October-November: Complete online training & classroom training

General Project Timeline



Examples of Notre Dame Green Belt Projects

Athletics

- Football Ticket Lottery
- RecSports Waivers
- Feature Story Process

Campus Services

- AiM Contractor Costs

Development

- Advisory Council Event Planning
- Hotel Room Coordination for Advisory Board Weekends

Finance

- 1099 Filing
- Cash Deposits
- Labor Distribution Changes

Food Services

- Dietary Restriction Compliance

Graduate School

- Transcript Process

Human Resources

- Dependent Verification
- Non-employee NetID's

Kellogg Institute

- Major Academic Events

Morris Inn

- Event Invoicing

NDSP

- Alarm Installations

OIT

- Work Station Acquisition & Deployment
- Campus Workstation Program

Research

- Non-Faculty Research Appointments

Student Affairs

- Annual Room Selections
- Summer Housing

Questions?

Carol Mullaney 1-1293
Director of
Continuous Improvement

Angela Knobloch 1-8734
Senior Program Director
Continuous Improvement

Duane Wilson 1-8410
Program Director
Continuous Improvement