Continuous Process Improvement (CPI) / Lean Six Sigma (LSS) Body of Knowledge Outline for Bon-Tech Lean Six Sigma Training and certifications*

I. Soft Skills
    a. Mentoring
        i. Initiating Teams
        ii. Selecting Team Members
        iii. Team Roles and Responsibilities
        iv. Team Stages
        v. Team Building
        vi. Team Facilitation and Management
        vii. Team Performance Evaluation
        viii. Team Tools
    b. Coaching
        i. Coaching Conversation
        ii. Coaching Skills – Critical x's
        iii. Monitoring Progress
    c. Change Agent
        i. Effective Change Management Roles and Methods
        ii. Organizational Roadblocks
        iii. Motivational Techniques
        iv. Conflict Resolution
        v. Change Management

II. Management / Leadership
    a. Project Manager
        i. Project or Event Chartering
        ii. Project Planning and Tracking
    b. Leadership
        i. Business Systems and Processes
        ii. Managing / Leading People
        iii. Strategic Planning, Alignment, and Deployment
        iv. Resource Management
        v. Process Governance / Ownership
        vi. Enterprise Leadership Roles and Responsibilities
        vii. LSS Roles and Responsibilities
        viii. Strategic Communications
    c. Deployment Skills
        i. Understanding, Managing, and Measuring Risk
        ii. Leveraging Improvements
        iii. Sustainability

III. Technical Skills
    a. Methodology Expert
        i. Organizational-Specific Deployment Methods

       ii. Metrics Identification

      iii. Metrics Analysis

      iv. Project Follow-Up

      v. Project Leveraging / Repeatability

      vi. Performance Gap Analysis

      vii. Root Cause Discovery Tools

      viii. Process Mapping

      ix. Risk Analysis and Management

      x. Developing and Implementing Optimal Solutions

      xi. Project Selection

      xii. Value Stream Identification

   b. Trainer

      i. Training Plan

      ii. Critical Thinking and Taxonomy Levels

   c. Financial Skills

      i. Financial Metrics

      ii. Types of Savings

   d. Lean Skills

      i. Eliminate Wasteful Activities (Muda)

      ii. Eliminate Inconsistencies in the System (Mura)

      iii. Eliminate Physical Strain in the System (Muri)

   e. Design and Innovation

      i. Applied Innovation

      ii. Innovation Transfer

*Taxonomy levels vary for each knowledge element, depending on course and certification levels. For a complete list of certification standards and detailed Body of Knowledge for Green Belt, Black Belt, Master Black Belt, and Executive Champion practitioners, contact the Office of the Registrar at registrar@bon-tech.org and request the full Bon-Tech CPI / LSS Body of Knowledge, or visit our website at www.bon-tech.org and select "Useful Documents and References".

Also note that this outline refers to the 2013 CPI/LSS Body of Knowledge. This BoK is currently under review and revision to incorporate Business Process Management / Workflow knowledge elements and will be based on the newly released CPI Solution Cycle ™ model. The revised BoK is scheduled for release in December of 2015, and will be applied to all Bon-Tech NextGen CPI ™ curricula.