

# CSSBB CERTIFIED SIX SIGMA BLACK BELT

## I. Organization-wide Planning and Deployment

- a. Organization-wide considerations
- b. Leadership

## II. Organizational Process Management and Measures

- a. Impact on stakeholders
- b. Benchmarking c. Business measures

## III. Team Management

- a. Team formation
- b. Team facilitation
- c. Team dynamics
- d. Team training

## IV. Define

- a. Voice of the customer
- b. Business case and project charter
- c. Project management (PM) tools
- d. Analytical tools

## V. Measure

- a. Process characteristics
- b. Data collection
- c. Measurement systems
- d. Basic statistics
- e. Probability
- f. Process capability

## **VI. Analyze**

- a. Measuring and modeling relationships between variables
- b. Hypothesis testing
- c. Failure mode and effects analysis (FMEA)
- d. Additional analysis methods

## **VII. Improve**

- a. Design of experiments (DOE)
- b. Lean methods
- c. Implementation

## **VIII. Control**

- a. Statistical process control (SPC)
- b. Other controls
- c. Maintain controls
- d. Sustain improvements

## **IX. Design For Six Sigma (DFSS) Framework and Methodologies**

- a. Common DFSS methodologies
- b. Design for X (DFX)