



LETA
ADVISORY

LETA LEAN SIX SIGMA ACADEMY

White Belt Practical Workbook

Six foundation lessons, four original worksheets, three UAE workplace cases and one personal application plan.

SELF-PACED	BEGINNER	FREE RESOURCE
Use alongside the online course	No statistics required	No registration required

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Learn, observe, apply and reflect.

Use the workbook with the free online course. Choose a process you know well and involve the people who actually perform the work before suggesting changes.

1. LEARN	Complete one short online module. Use these pages to write the idea in your own words.
2. OBSERVE	Look at a real process. Record evidence, not assumptions or blame.
3. APPLY	Use the worksheet on a small, manageable problem with appropriate supervision.
4. REFLECT	Record what changed in your understanding and what evidence you still need.

Important learning boundary

This workbook and the related online completion record confirm participation in a free educational activity. They are not an accredited Lean Six Sigma certification, personnel certification, proof of project competence or guarantee of employment. Belt curricula and competency requirements vary by organisation and provider.

My learning intention

What process or problem do I want to understand better, and why does it matter?

Why Lean Six Sigma exists

Lean improves flow and removes work that does not create customer value. Six Sigma reduces defects and unwanted variation. Both begin with a clearly understood customer need.

Exercise: define customer value

Process	Customer / receiver	Output they receive	What good looks like

Reflection prompts

How do you know what the customer values? Which requirement is measurable? Where might the organisation be optimising internal activity instead of the customer outcome?

See the eight wastes

Observe before judging. The eight categories are transport, inventory, motion, waiting, overproduction, over-processing, defects and unused talent.

Exercise: ten-minute waste walk

Observation / evidence	Waste category	Customer or business effect	Next question

Remember

Do not label a person as waste. Describe the process condition: a delay, hand-off, duplicate entry, rework loop, unnecessary movement or blocked idea.

Think in processes with SIPOC

Agree the trigger, end point and customer before drawing detail. Keep the process to five to seven high-level steps.

Exercise: one-page SIPOC

Suppliers	Inputs	Process steps	Outputs	Customers

Trigger		End point	
Primary customer requirement		Current measure	

Navigate DMAIC

DMAIC protects teams from jumping from a broad complaint directly to a preferred solution.

DEFINE	Clarify the gap, customer, scope and reason for acting.
MEASURE	Agree definitions and establish current performance.
ANALYSE	Explore and test why the performance gap occurs.
IMPROVE	Select, test and implement changes that address verified causes.
CONTROL	Monitor the new process and sustain the verified gain.

Exercise: sort your next actions

Planned action	DMAIC phase	Evidence expected

Understand defects and variation

Define what will be measured so that different people interpret the condition consistently.

Exercise: operational definition

Element	Your definition
Measure name	
What is counted	
Unit	
Start point	
Stop point	
Data source	
Exclusions	
Person responsible	

Choose a worthwhile project

A useful problem statement describes the measurable gap without blame, an assumed cause or a pre-selected solution.

Exercise: problem statement builder

What is happening?	Where?	Since when?	How often / how much?

Customer / business effect	Evidence source	What is outside the boundary?

Final neutral problem statement

Quality check	Does the statement include what, where, when, extent and impact? Remove blame, assumed causes and preferred solutions.
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Dubai delivery departures

A distribution centre receives complaints about late deliveries. The first proposed solution is to buy more vehicles.

AVAILABLE DATA

28% of routes leave late. 61% of late routes waited for incomplete pick lists. Vehicle availability exceeded 96%. Two shifts use different release checks.

1. What evidence challenges the proposed vehicle purchase?

2. What process should the team map?

3. Write two questions that would help validate a cause.

Engineering quotation turnaround

An engineering company wants to reduce quotation lead time, but teams believe every quotation is different.

AVAILABLE DATA

Median lead time is 6 days and the range is 1-19 days. 34% of enquiries arrive without a complete specification. Urgent jobs bypass technical review.

1. How would you stratify the lead-time data?

2. Draft an operational definition for quotation lead time.

3. What should remain inside and outside the first project boundary?

Construction NCR closure

A contractor has many corrective actions open beyond the target date. Management proposes sending more reminders.

AVAILABLE DATA

43 actions are overdue. 52% have no named action owner. Most delays occur before cause review. Reminder emails are already sent weekly.

1. Why might additional reminders fail?

2. Which hand-off should be observed first?

3. Which measure would show whether a change helped?

Move from awareness to responsible practice.

Choose one small process and agree how you will observe, measure and learn with the people who own the work.

Action	Owner / support	Target date	Evidence of learning

My next learning step

What evidence will show that I applied the learning responsibly?

Suggested case-study direction

Use these notes after completing the cases. They show a disciplined next step, not a complete project solution.

DELIVERY	Map the dispatch-release process and validate why pick lists are incomplete. The available evidence does not support vehicle capacity as the first cause.
QUOTATIONS	Separate lead time by enquiry completeness, quotation type and review route. Define start, stop, exclusions and waiting for missing customer information.
NCR CLOSURE	Clarify ownership and observe the hand-off into cause review. More reminders do not correct unclear responsibility or a weak review process.

Continue online

Complete the 20-question knowledge check, save your progress and download your private learning record at:

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