

# Industrial Engineering and Operations Management Society International

## IEOM Society International

### Lean Six Sigma Certification Exam (LSSCE) Guidelines

#### INTRODUCTION

Lean Six Sigma combines Lean Manufacturing (originally developed by Toyota) and Six Sigma (originally developed by Motorola). Lean Management or Lean production is often known as “**Lean**” - is a methodology that improves performance by systematically removing waste (“Muda”) applying collaborative team. **Lean** also takes into account waste created through overburden (“Muri”) and waste created through unevenness in work loads (“Mura”).

**Six Sigma** is a disciplined, data-driven approach and methodology for eliminating defects (driving toward **six** standard deviations between the mean and the nearest specification limit) in any process – from manufacturing to transactional and from product to service. The two main Six Sigma methodologies are. The first of these is DMAIC, which stands for: define measure, analyze, improve and control. The second is DMADV, which represents: define measure, analyze, design and verify.

The Lean Six Sigma concepts were first published in a book titled *Lean Six Sigma: Combining Six Sigma with Lean Speed* by Michael George and Robert Lawrence Jr. in 2002. Lean Six Sigma utilizes the Define-Measure-Analyze-Improve-Control DMAIC phases similar to that of Six Sigma. Lean Six Sigma projects comprise aspects of Lean's waste elimination and the Six Sigma focus on reducing defects, based on critical to quality (CTQ) characteristics. The DMAIC toolkit of Lean Six Sigma comprises all the Lean and Six Sigma tools.

LSSCE is here to certify through un-biased third party validation of your Lean Six Sigma knowledge and expertise. It gives you opportunity to validate your commitment to quality, increases your earning potential and confidence and competitiveness in your workplace.

#### BENEFITS

- Improve your understanding and awareness of Lean Six Sigma.
- Gain sufficient understanding of Lean Six Sigma to be able to work effectively with, or as a member of, a process improvement team working in an environment supporting Lean Six Sigma.
- Learn to analyze and refine processes to improve efficiency and remove waste using Lean.
- Apply Six Sigma principles and techniques to reduce process variation and improve quality and consistency.
- Contribute to your continuing professional development.

## **REQUIRED EXPERIENCE**

Six Sigma Green Belts are employees who spend some of their time on process improvement teams. They analyze and solve quality problems, and are involved with Six Sigma, lean or other quality improvement projects. Work experience must be in a full time, paid role. Paid intern, co-op or any other course work cannot be applied towards the work experience requirement.

### **Minimum Expectations for a Lean Six Sigma Certified Professional**

- Analyzes and solves quality problems
- Involved in quality improvement projects
- Participated in a project, but has not led a project
- Has at least three years of work experience
- Has ability to demonstrate their knowledge of Six Sigma tools and processes

## **CERTIFICATION EXAM**

The content of the LSSCE is based on the knowledge and skills required of a recently licensed architect, practicing independently, to provide architectural services. The LSSCE evaluates an applicant's competence in the provision of architectural services to protect the public health, safety, and welfare LSSCE.

## **STEPS**

### **ELIGIBILITY**

For Professional: Prior work experience in areas like process management, quality management.  
For Student: No specific criterion.

### **SCHEDULING EXAMINATION APPOINTMENT**

Testing reservations are accepted on a first come, first-served basis and are restricted by seat availability at each test center. You must schedule your appointment a minimum of three business days in advance of the test date.

Credit cards will be charged when the appointment is scheduled. Once you schedule an appointment, your test fee CANNOT be refunded. You will receive a confirmation e-mail for each appointment scheduled. Cancellation of a scheduled appointment is NOT permitted. If you cancel an exam, regardless of reason, your testing fee is non-transferable and non-refundable

### **RESCHEDULING**

You can reschedule an existing appointment if the originally scheduled appointment date is four or more business days away. Saturday and Sunday are NOT considered business days. Rescheduling an appointment can ONLY be done by emailing at [info@ieomsociety.org](mailto:info@ieomsociety.org) and attaining approval from the IEOM authority. Any changes to scheduled appointments will be subject to the rescheduling fees mentioned in the Fees and Payment option section of this document. If you fail to arrive for your scheduled appointment or attempt to reschedule an appointment without following the aforesaid process, you will forfeit the entire test fee.

## **TAKING TEST**

You need to show up in the location either previously published at [www.ieomsociety.org](http://www.ieomsociety.org) or you receive email from [info@ieomsociety.org](mailto:info@ieomsociety.org) on specified date and time and take test personally. Test is **OPEN BOOK, OPEN NOTES**.

## **RECEIVING CERTIFICATE**

## **EXAM GUIDES**

### **SPECIAL ACCOMMODATION**

If you need accommodations require a separate room and/or the ability to take extra breaks, etc. you need prior permission by emailing to [info@ieomsociety.org](mailto:info@ieomsociety.org) )

### **YOU CAN BRING**

Medicine and Medical Devices

Arm/Shoulder Sling

Bandages

Braces – Neck, Back, Wrist, Leg or Ankle

Casts/Cervical Collar

Cough drops (must be unwrapped and not in a bottle/container)

Earplugs (Foam with no strings)

EpiPen

Eye drops

Eye patches

Eyeglasses (without the case)

Glucose Monitor

Glucose tablets

Handheld Magnifying Glass (non-electric, no case)

Ice Packs/Heating Pads

Inhaler

Medical Alert Bracelet

Nitroglycerin tablets

Pillow/Lumbar Support

Pills

Stool for elevating a limb

Surgical Facemask

Walking boot casts

Medical Devices (Attached to a person's body)

Catheter

Colostomy Bag

Heart Rate Monitor

Insulin Pump

Oxygen Tank

Spinal Cord Stimulator

TENS Units (Transcutaneous Electrical Nerve Stimulation) for nerve pain

Urine drainage bag Communication Aids

Hearing Aid/Cochlear implant

Vocal Chord Magnifiers  
Mobility Devices  
Cane, Crutches, Walker and Wheelchair

**PLEASE NOTE:** Communication devices, such as cellular telephones or any study materials are NOT allowed to be accessed should not be used during Exam.

**EXAM DURATION**

It will be 3 hours Exam.

**FEES AND PAYMENT OPTIONS**

Payment by Credit Card Payment must be made using VISA, MasterCard, or American Express

Registration Fee: \$200 for students and \$300 for professionals

Retake: \$100 (students) and \$150 (professionals)

0-3 business days before appointment: Rescheduling not permitted

4-15 business days (noon ET) before appointment: \$80

16 or more business days (noon ET) before the appointment: \$60 Fees

\* All fees are subject to change.

**REFUND POLICY**

Once you schedule an appointment, your test fee CANNOT be refunded or used as payment for another Exam. But you can reschedule an appointment with the prior approval of LSSCE authority; the test fee will remain valid for the next Exam.

**PAYMENT DISCREPANCIES/BAD DEBT IEOM**

Reserves the right to withhold test scores and suspend test-taking privileges until any outstanding debt or payment discrepancies are resolve

**PERSONAL IDENTIFICATION**

When you arrive at the test center, you need to present a proper form of identification as outlined below. The primary form of identification must bear your signature and a recent photograph. The name on the identification must be the same as the name that appears in your IEOM Record.

Primary Identification Requirements Primary identification must be from the following list of forms of identification and must include your signature and a recent recognizable photograph.

- valid driver’s license with photo
- military identification card with photo
- national identification card with photo
- valid passport with photo
- student identification card
- state/province identification card

**UNACCEPTABLE FORMS OF IDENTIFICATION**

- ID with no photo (unless accompanied by another form of ID with photo)
- draft classification card
- letter of identity from a notary

- Social Security card
- credit card or bank card of any kind
- employee identification

If the test center administrator questions the ID presented, you may be asked for additional proof of identity. You may be refused access to an examination if the test center staff believes you have not sufficiently proven your identity. You will not be admitted to the examination without proper identification and there will be no refund of your test fee. Admittance to the test center and completion of your examination does not imply that your identification is valid or that your score will be reported.

### **AT THE TEST CENTER**

The staff at each test center is required to guide you through designated procedures to ensure that the operation of the test center meets IEOM criteria.

You should arrive at the test center at least 30 minutes before your scheduled appointment. If you arrive later than 15 minutes after your scheduled appointment time, you may be required to forfeit your appointment and your test fee will not be refunded.

### **REPORTING TEST CONCERNS DO NOT**

Wait to receive your test results before expressing your concerns. IEOM policy does not allow for response to complaints received more than 15 days following your test date. You must send your complaint to: [info@ieomsociety.org](mailto:info@ieomsociety.org)

### **COMMENTS AND QUESTIONS ABOUT YOUR EXAM ADMINISTRATION**

If you have any comments or questions concerning your exam administration, direct your comments to [info@ieomsociety.org](mailto:info@ieomsociety.org) within 15 days following your test administration.

### **RESCHEDULING WHEN TEST CENTER IS CLOSED**

In the event your test center is closed, you will be contacted by LSSCE authority through [info@ieomsociety.org](mailto:info@ieomsociety.org) to assist you with rescheduling your exam.

### **TEST CENTER REGULATIONS**

To ensure that LSSCE administered under comparable conditions to that of other candidates and that the results represent a fair and accurate measurement, it is necessary to maintain a standardized testing environment. You must adhere to the following regulations:

- Communication devices, such as cellular telephones, are not allowed in the testing room
- Eating, drinking, or use of tobacco is not allowed in the test center.
- You may not leave the testing room without the test center administrator's permission.
- Leaving the testing center anytime during your exam administration is strictly prohibited. LSSCE authority will not take any responsibility of bags, textbooks, notebooks, etc. to the testing center.

**GROUNDS FOR DISMISSAL**

An examinee who engages in misconduct and/or does not heed the administrator's warning to discontinue inappropriate behavior may be dismissed from the test center and/or have examination results cancelled, and/or have examination eligibilities suspended. Examples of misconduct include:

- Failing to follow the instructions of the test center administrator.
- Violating the test center regulations.
- Creating a disturbance of any kind.
- Removing or attempting to remove examination questions and/or responses (in any format) or notes about the examination from the testing room.
- Attempting to take the examination for someone else.
- Tampering with the operation of the computer or attempting to use it for any function other than taking the examination.
- Leaving the testing room without permission.
- Using any unauthorized references or devices.

**EXAMINATION SECURITY**

To ensure the integrity of the LSSCE, specific security measures are enforced during the administration of your examination. You will be observed at all times while taking the examination. This may include direct observation by test center staff, as well as audio and video recording of your examination session. Friends or relatives who accompany you to the test center will not be permitted to wait in the test center or contact you while you are taking the examination.

**CONFIDENTIALITY AGREEMENT All IEOM**

Tests are held in strict security and confidence. You are personally responsible for maintaining the confidentiality of all information relating to the exam. You may not discuss exam content in any manner with anyone, including but not limited to family, friends, other examinees, and test preparation providers. Any disclosure of LSSCE content is strictly prohibited and may result in severe disciplinary action, including the suspension of testing privileges, and/or the cancellation of scores.

**RECEIVING YOUR SCORE**

All Exams of the LSSCE are administered and graded by computer. Results for all Exams typically processed within four weeks of your test date. When your score is processed and available to you, an automated notification will be sent to you via e-mail. At that time, you will be able to access your score report online IEOM Website. Test results are not released at the test center. Although every effort is made to process examination scores in a timely manner, IEOM's first priority is to ensure that all examinations are scored fairly and accurately and that no errors are made in the score-reporting process. All test scores are reported as pass or fail. If you fail, you can develop your general study plan according to these diagnostics prior to retaking the LSSCE. IEOM recognizes your rights to control personal information maintained by IEOM. IEOM policy is designed to safeguard this information from unauthorized disclosure. To protect your rights to control score distribution, reports are released only to the source you authorize. IEOM does not release test scores except for use in research studies that preserve your anonymity or under compulsion of legal process. However, IEOM reserves the right to anonymously publish selected information for the benefit of future candidates.

### **THE PASSING STANDARD**

Passing or failing the LSSCE depends solely on your level of performance in relation to the established point representing entry-level competence. There is no fixed percentage of candidates who pass or fail the LSSCE.

### **RETAKING THE LSSCE**

Candidates can retake a failed LSSCE. A candidate may only take the LSSCE three (3) times within a running year. If you fail LSSCE, it is important to spend the time between test administrations gaining additional knowledge, skills, and abilities in the appropriate areas.

### **Transmittal**

IEOM will transmit current and valid IEOM Records to any U.S. registration board or to any foreign registration authority with whom IEOM has an agreement for mutual reciprocity upon your request and payment of the transmittal fee.

### **CONTACT**

#### **IEOM Society International**

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Canton, MI 48187

Email: [info@ieomsociety.org](mailto:info@ieomsociety.org)

<http://ieomsociety.org/ieom/certifications/>



# **IEOM Society**

*"Achieving and Sustaining Operational Excellence"*

[www.ieomsociety.org](http://www.ieomsociety.org)