

Term	Module & Slide(s)
5 Whys	Analyze 4.13 - 4.19, 7.4, 7.7 - 7.10
5 Whys, Template	Analyze 4.18
5S	Improve 2.96 - 2.119, 6.6, Control 2.8 - 2.9, 4.8
5S Assessment, Template	Improve 2.117 - 2.118, Control 2.8
8 Wastes	Intro 3.1 - 3.13, 7.2, 7.6, 7.8, 7.9
8 Wastes Check Sheet, Template	Intro 7.2, 7.6, 7.8-7.9
A3	Define 5.9 - 5.15, 6.9, Measure 5.5, 5.13, Analyze 7.3, Improve 6.4, Control 3.7
A3, Template	Define 5.12
Affinity Analysis	Define 3.23 - 3.26, Measure 2.24, Analyze 4.3 - 4.6
Alignment Model, Team Dynamics	Define 5.44 - 5.46
Analogy, Brainstorming Technique	Improve 2.12
Analyze Phase	Intro 5.6, Analyze 1.1 - 7.11
Analyze Phase, Challenges	Analyze 7.6
Analyze Phase, Deliverables	Analyze 7.10
Analyze Phase, Steps	Analyze 1.4
Analyze Phase, Tollgate Checklist	Analyze 7.9
Analyze Phase, Tools	Analyze 7.8
Andon	Improve 4.37
Anti-Solution, Brainstorming Technique	Improve 2.13
Appraisal Costs (COPQ)	Measure 4.24 - 4.25
Attribute (Discrete) Data	Measure 2.20 - 2.24, 3.4 - 3.6, 5.7
Average (Mean)	Analyze 3.6, 3.8, 3.10
Bar Chart	Analyze 3.18 - 3.20, 3.36 - 3.38
Baseline Data, Collection of	Measure 2.6, 4.1 - 4.28, 5.1 - 5.3, 5.7, 5.10 - 5.13
Baseline Data, Types	Measure 2.7, 4.4

Term	Module & Slide(s)
Basic Statistics	Analyze 3.6
Batch Reduction	Improve 2.6 - 2.32
Black Belt	Intro 4.7, Control 7.3
Bottlenecks	Analyze 2.8 - 2.9, 2.14 - 2.15, Improve 6.7
Box and Whisker Plot (Box Plot)	Analyze 3.31 - 3.38, 6.27, 7.2, 7.4, 7.8 - 7.10, Improve 6.4, Control 3.7
Box Plot (Box and Whisker Plot)	Analyze 3.31 - 3.38, 6.27, 7.2, 7.4, 7.8 - 7.10, Improve 6.4, Control 3.7
Brain-Writing, Brainstorming Technique	Improve 2.14
Brainstorming, Rules	Improve 2.9
Brainstorming, Techniques	Improve 2.11
Business Case	Define 2.4 - 2.6, 2.12, 2.16, 6.1, Measure 5.3, Analyze 7.6
Causal Data	Measure 3.36
Cause & Effect (Fishbone) Diagram	Measure 2.24, Analyze 4.9 - 4.12, 4.16, 4.19, 5.6, 7.4, 7.7 - 7.10, Improve 6.7
Cause & Effect (Fishbone) Diagram, Template	Analyze 4.10
Challenges, by DMAIC Phase	Intro 8.5, Define 6.5, Measure 5.9, Analyze 7.6, Improve 6.10, Control 6.5
Champion (Sponsor)	Intro 4.9
Change Management	Control 5.6 - 5.8
Changeover Reduction	Improve 2.33 - 2.41
Changeover Time	Measure 2.7, 2.9, Analyze 2.28, Improve 2.37 - 2.41
Channeling, Brainstorming Technique	Improve 2.15 - 2.16
Charts & Graphs	Analyze 3.33 - 3.36, 6.11 - 6.23
Check Sheets	Measure 3.24 - 3.37
Check Sheets, Classification	Measure 3.29
Check Sheets, Concentration Diagram	Measure 3.33
Check Sheets, Confirmation	Measure 3.32
Check Sheets, Frequency Plot	Measure 3.30

Term	Module & Slide(s)
Check Sheets, Standard Event Occurrence Template	Measure 3.27 - 3.28
Check Sheets, Traveller	Measure 3.31
Classification Check Sheet	Measure 3.29
Common Cause Variation	Control 2.20 - 2.21
Communication Plan	Define 5.3 - 5.8
Communication Plan, Template	Define 5.7 - 5.8
Communication, Project	Define 5.1 - 5.51
Concentration Diagram Check Sheet	Measure 3.33
Confirmation Check Sheet	Measure 3.32
Continuous Data	Measure 2.20 - 2.24, 3.4 - 3.6, 5.7
Control Charts	Control 2.11 - 2.32
Control Charts, Decision Tree	Control 2.34
Control Phase	Intro 5.6, Control 1.1 - 7.4
Control Phase, Challenges	Control 6.5
Control Phase, Deliverables	Control 6.9
Control Phase, Steps	Control 1.4
Control Phase, Tollgate Checklist	Control 6.8
Control Phase, Tools	Control 6.7
COPQ (Cost Of Poor Quality)	Intro 2.9, 2.10, 2.15, Measure 4.24 - 4.27,
Correlation	Analyze 6.14 - 6.23
Correlation Coefficient (r-value)	Analyze 6.19 - 6.23
Cost Of Poor Quality (COPQ)	Intro 2.9, 2.10, 2.15, Measure 4.24 - 4.27,
Cross-Training	Improve 2.60 - 2.63, 6.5
Cross-Training, Template	Improve 2.63
Current State, Understanding	Define 4.1 - 4.48

Term	Module & Slide(s)
Customer, Definition	Define 3.4
Customer Demand (Takt Time)	Measure 2.10 - 2.13, 2.29
Customer Requirements	Define 3.8 - 3.10, 3.37 - 3.42
Customer Types	Define 3.6
Data Analysis	Analyze 2.35 - 3.41, 7.6
Data Collection Plan, Template	Measure 3.5 - 3.6, 3.61, 5.7, 5.10
Data Collection, Planning for	Measure 3.1 - 3.64
Data Types	Measure 2.20 - 2.24, 3.3, 3.6
Decisions	Analyze 2.10 - 2.11
Defect Reduction, Goal Setting	Define 2.11
Defects Per Million Opportunities (DPMO)	Measure 4.4, 4.9 - 4.10, 4.14 - 4.16
Defects Per Unit (DPU)	Measure 4.4, 4.7, 4.14 - 4.16, 4.23
Defects vs. Defectives	Measure 4.5
Defects, 8 Wastes	Intro 3.8
Define Phase	Intro 1.5, Define 1.1 - 6.10
Define Phase, Challenges	Define 6.5
Define Phase, Deliverables	Define 6.9
Define Phase, Steps	Define Phase 1.4
Define Phase, Tollgate Checklist	Define 6.8
Define Phase, Tools	Define 6.7
Deliverables, by DMAIC Phase	Intro 8.9, Define 6.9, Measure 5.13, Analyze 7.10, Improve 6.14, Control 6.9
Demand Levelling	Improve 2.59
Discrete (Attribute) Data	Measure 2.20 - 2.24, 3.4 - 3.6, 5.7
DMAIC, Overview	Intro 6.1 - 6.9
DMAIC, Challenges by Phase	Intro 7.5, Define 6.5, Measure 5.7, Analyze 7.5, Improve 6.8, Control 6.5

Term	Module & Slide(s)
DMAIC, Deliverables by Phase	Intro 7.9, Define 6.9, Measure 5.11, Analyze 7.9, Improve 6.12, Control 6.9
DMAIC, Phases of	Intro 5.6, 7.8
DMAIC, Tollgate Checklists by Phase	Intro 8.8, Define 6.8, Measure 5.12, Analyze 7.9, Improve 6.13, Control 6.8
Documentation, Project	Control 4.1 - 4.16
DOWNTIME, 8 Wastes	Intro 3.6
DPMO (Defects Per Million Opportunities)	Measure 4.4, 4.9 - 4.10, 4.14 - 4.16
DPU (Defects Per Unit)	Measure 4.4, 4.7, 4.14 - 4.16, 4.23
Efficiency And Effectiveness, Measures	Measure 2.27 - 2.28
Efficiency And Effectiveness Measures, Template	Measure 2.28
Eight Wastes (8 Wastes)	Intro 3.1 - 3.13, 7.2, 7.6, 7.8, 7.9
Executive Summary, Template	Control 4.6
External Failure Costs (COPQ)	Measure 4.24 - 4.25, 4.27
Extra-Processing, 8 Wastes	Intro 3.8, 3.12
Failure Modes and Effects Analysis (FMEA)	Improve 4.4 - 4.21
Filtering Tools	Improve 3.1 - 3.23
Final Yield	Measure 4.4, 4.18 - 4.22
First-Pass Yield	Measure 4.4, 4.18, 4.20
Fishbone (Cause & Effect) Diagram	Measure 2.24, Analyze 4.9 - 4.12, 4.16, 4.19, 5.6, 7.4, 7.7 - 7.10, Improve 6.7
Fishbone (Cause & Effect) Diagram, Template	Analyze 4.10
Five Whys (5 Whys)	Analyze 4.13 - 4.19, 7.4, 7.7 - 7.10
Flow, Lean Principles	Improve 2.18 - 2.22, 2.67
FMEA (Failure Modes and Effects Analysis)	Improve 4.4 - 4.21
FMEA, Scales	Improve 4.11
FMEA, Template	Improve 4.9
Frequency Plot Check Sheet	Measure 3.30

Term	Module & Slide(s)
Full-Scale Rollout	Improve 5.21 - 5.29
Future State Map	Improve 2.120 - 2.124, 6.12, Control 4.8
Gemba Walk (Process Walk)	Define 4.3 - 4.18, Measure 2.14 - 2.15
Goal Statement Builder, Template	Define 2.10
Goal Statement, Project Charter	Define 2.10 - 2.12, 2.16, 6.1, Measure 5.3, Analyze 7.6
Green Belt	Intro 4.6
Ground Rules	Define 5.37 - 5.38, 5.44
Handoffs	Analyze 2.12 - 2.15
Histogram	Measure 3.4 - 3.17, 5.2 - 5.3, 5.8, Analyze 3.4 - 3.17, 3.36 - 3.38, 6.25 - 6.26, 7.4, 7.7 - 7.10, Improve 6.2 - 6.3
Histogram, Shapes	Analyze 3.11
Hypothesis Testing Tools	Analyze 6.10
I & MR Chart (Control Chart)	Control 2.28 - 2.31, 3.3, 3.7, 4.6, 6.1, 6.3
Icons, Value Stream Map	Define 4.33
Idea Generation	Improve 2.6 - 2.17
Impact Effort Matrix	Improve 3.4 - 3.9
Impact Effort Matrix, Template	Improve 3.8
Implementation Plan, Template	Improve 5.24
Improve Phase	Intro 5.6, Improve 1.1 - 6.15
Improve Phase, Challenges	Improve 6.10
Improve Phase, Deliverables	Improve 6.14
Improve Phase, Steps	Improve 1.4
Improve Phase, Tollgate Checklist	Improve 6.13
Improve Phase, Tools	Improve 6.12
Innovation Transfer	Control 5.3 - 5.5
Innovation Transfer, Template	Control 5.5

Term	Module & Slide(s)
Inspections	Analyze 2.10 - 2.11
Internal Failure Costs (COPQ)	Measure 4.24 - 4.25
Introduction Phase	Intro 1.1 - 8.10
Introduction Phase, Challenges	Intro 8.5
Introduction Phase, Deliverables	Intro 8.9
Introduction Phase, Steps	Intro 1.8
Introduction Phase, Tollgate Checklist	Intro 8.8
Introduction Phase, Tools	Intro 8.7
Inventory, 8 Wastes	Intro 3.8
Inventory (WIP), Value Stream Map	Measure 2.9, Analyze 2.30
Kaizen (Rapid Improvement Event)	Improve 5.5 - 5.9
Kanban Boards	Improve 4.38
Kanbans	Improve 2.67 - 2.77
Kano Analysis	Define 3.17 - 3.22
Kano Model	Define 3.19
Lead Time	Measure 2.7 - 2.8
Lean, Definition of	Intro 2.4
Lean Principles	Improve 2.19 - 2.25
Lean Six Sigma, Definition of	Intro 2.3
Lean Six Sigma, Overview	Intro 2.1 - 2.18
Lean Solutions	Improve 2.1 - 2.124
Master Black Belt	Intro 4.8
Mean (Average)	Analyze 3.6, 3.8, 3.10
Measure Phase	Intro 1.5, Measure 1.1 - 5.14
Measure Phase, Challenges	Measure 5.9

Term	Module & Slide(s)
Measure Phase, Deliverables	Measure 5.13
Measure Phase, Steps	Measure 1.4
Measure Phase, Tollgate Checklist	Measure 5.12
Measure Phase, Tools	Measure 5.11
Measurement Systems Analysis (MSA)	Measure 3.55 - 3.62
Measure, Examples of	Measure 2.3
Measures, Efficiency & Effectiveness	Measure 2.27 - 2.28
Measures, Selecting	Measure 2. 1 - 2.30
Median	Analyze 3.6, 3.9 - 3.10
Meeting Productivity	Define 5.32 - 5.50
Meeting Roles	Define 5.36, 5.44
Mistake-Proofing (Poka-yoke)	Improve 4.22 - 4.29
Mode	Analyze 3.6, 3.10
Monitoring Plan	Control 2.1 - 2.10
Monitoring & Response Plan, Template	Control 2.7, 3.6
Monitoring Plan Map, Template	Control 2.6
Motion, 8 Wastes	Intro 3.8, 3.11 - 12
MSA (Measurement Systems Analysis)	Measure 3.55 - 3.62
Multi-Phased Implementation	Improve 5.16 - 5.20
New Procedure Audit, Template	Control 4.12 - 4.13
Non-Utilized Talent, 8 Wastes	Intro 3.8
Operational Definitions	Measure 3.3, 3.10 - 3.19, 5.4, 5.10 - 5.13
Operational Definitions, Template	Measure 3.18
Organizational Level Process Map	Define 4.20 - 4.23, 4.47
Overproduction, 8 Wastes	Intro 3.8, 3.12

Term	Module & Slide(s)
P Chart (Proportion Defective Control Chart)	Control 2.278, 2.32
Parallel Processing	Improve 2.64 - 2.65
Pareto Chart	Analyze 3.21 - 3.26, 3.36 - 3.38, 7.8 - 7.10 Control 4.14
PDCA (Plan, Do Check, Act/Adjust)	Intro 5.1 - 5.6, 6.6
Percent Complete & Accurate (%C/A), Value Stream Map	Measure 2.7, 2.9, Analyze 2.32
Percent Defective	Measure 4.4, 4.17, 4.23
Perfection, Lean Principles	Improve 2.19 - 2.20, Control 5.1 - 5.14
Pie Chart	Analyze 3.18 - 3.19, 3.36 - 3.38
Pilot	Improve 5.10 - 5.15
Pilot Checklist, Template	Improve 5.15
Plus/Delta	Define 5.47 - 5.48
Poka-yoke (Mistake-Proofing)	Improve 4.22 - 4.29
Preliminary Plan, Project Charter	Define 2.12
Prevention Costs (COPQ)	Measure 4.24 - 4.25
Problem Statement, Project Charter	Define 2.7 - 2.9, 2.12, 2.16, Measure 5.3, Analyze 7.6
Process Analysis	Analyze 2.1 - 2.34, 7.6
Process Maps	Define 4.1 - 4.48
Process Owner	Intro 4.10, Control 1.6 - 1.7, 4.4, 5.4, 6.6, 6.8
Process Time	Measure 2.7 - 2.8
Process Voices	Define 3.11 - 3.12
Process (Gemba) Walks	Define 4.3 - 4.18, Measure 2.14 - 2.15
Process (Gemba) Walks, Interview Sheet Template	Define 4.13, Measure 2.14 - 2.15
Project Charter	Define 2.1 - 2.19, 6.1 - 6.3, 6.6 - 6.9, Measure 5.4, 5.11 - 5.13, Analyze 7.1, 7.8 - 7.9 Improve 6.12, Control 4.7, 4.14
Project Closure, Template	Control 4.14
Project Communication	Define 5.1 - 5.50

Term	Module & Slide(s)
Project Roles	Intro 4.10 - 4.12
Project Scope, Project Charter	Define 2.12 - 2.14, 2.16, Measure 5.4, Analyze 7.1
Project Selection	Intro 7.1 - 7.9, 8.2 - 8.4
Project Selection, Guide Template	Intro 8.2
Project Types	Intro 6.3
Pull, Lean Principles	Improve 2.19 - 2.20, 2.23 - 2.25, 2.82 - 2.83
Quick Wins	Intro 5.3, Improve 5.3 - 5.4
r-squared	Analyze 6.23, 6.32
r-value (Correlation Coefficient)	Analyze 6.19 - 6.23
RACI Matrix	Define 5.40 - 5.43, Control 4.10
RACI Matrix, Template	Define 5.43
Range	Analyze 3.6
Rapid Improvement Event (Kaizen)	Improve 5.5 - 5.9
Red Tag, 5S	Improve 2.103
Redundancies	Analyze 2.6 - 2.7, 2.14 - 2.15
Relationship Map, Template (Stakeholder Map)	Define 5.21
Response Plan	Control 3.1 - 3.9
Response Plan, Template (Monitoring & Response Plan)	Control 3.6
Rework Loops	Analyze 2.3 - 2.7, 2.14 - 2.15
Risk Management	Improve 4.1 - 4.45
Roles, Lean Six Sigma	Intro 4.1 - 4.13
Roles, Project Team	Intro 4.11 - 4.13, 7.6, Improve 2.3 - 2.5
Roles, Team Meeting	Define 5.35, 5.44
Rolled Throughput Yield (YRPT)	Measure 4.4, 4.18, 4.20 - 4.23
Root Cause Hypothesis	Analyze 5.1 - 6.33

Term	Module & Slide(s)
Root Cause Hypothesis Confirmation, Template	Analyze 5.7, 6.28
Root Cause Hypothesis, Validation	Analyze 6.1 - 6.33
Root Cause, Brainstorming	Analyze 4.1 - 4.20
Run Chart	Analyze 3.27 - 3.30, 3.33, 3.36 - 3.38, 7.10, Improve 6.1, 6.4, 6.8, Control 2.9
Sampling	Measure 3.3 - 3.6, 3.38 - 3.54
Sampling, Bias	Measure 3.45
Scatter Plot	Analyze 6.11 - 6.23
Scope, Project Charter	Define 2.12 - 2.14, 2.16, Measure 5.4, Analyze 7.1
Set In Order, 5S	Improve 2.106 - 2.109
Shine, 5S	Improve 2.110 - 2.111
Sigma	Measure 4.11 - 4.16, 4.22, 5.4
Sigma, Abbreviated Chart	Measure 4.12
Single-Piece Flow	Improve 2.6 - 2.32
SIPOC	Define 4.19, 4.24 - 4.29, 4.47, 6.3, 6.6 - 6.9, Measure 2.24 - 2.25, Control 4.7, 4.14
SIPOC, Template	Define 4.27
Six Sigma, Definition of	Intro 2.5
Solution Approaches	Improve 5.1 - 5.30
Solution Parking Lot	Define 4.15, 4.18 Measure 2.15
Solution Selection Matrix	Improve 3.17 - 3.2, 6.8
Solution Selection Matrix, Template	Improve 3.19
Solutions, Brainstorming	Improve 2.6 - 2.17
Sort, 5S	Improve 2.102 - 2.105
Spaghetti Map	Define 4.19, 4.42 - 4.47, Measure 5.11, Improve 6.8
Special Cause Variation	Control 2.20 - 2.24
Sponsor (Champion)	Intro 4.9, Measure 3.26

Term	Module & Slide(s)
Stakeholder Analysis, Template	Define 5.23, 6.6 - 6.9, Measure 5.11, Analyze 7.9, Improve 6.12
Stakeholder Map (Relationship Map)	Define 5.21
Stakeholder, Analysis	Define 5.17 - 5.31, 6.6 - 6.9, Measure 5.8, Analyze 7.8 - 7.9, Improve 6.12
Stakeholder, Strategies	Define 5.24 - 5.29
Stakeholder, Success Equation	Define 5.19
Standard Deviation	Analyze 3.6, 3.12 - 3.17, 6.16, Control 2.17 - 2.18
Standard Event Occurrence Check Sheet	Measure 3.27 - 3.28, Analyze 6.7
Standard Event Occurrence Check Sheet, Template	Measure 3.28
Standard Work	Improve 2.84 - 2.95, 6.6, Control 4.9, 4.11
Standardize, 5S	Improve 2.12 - 2.14
Storyboard	Define 6.3, 6.9, Measure 5.5, Analyze 7.3, Improve 6.6, Control 4.3 - 4.7, 6.3, 6.6, 6.9
Storyboard, Template	Control 4.7
Stratification Factors	Measure 3.3, 3.20 - 3.23
Supermarkets	Improve 2.78 - 2.81
Sustain, 5S	Improve 2.115 - 2.116
Swimlane Map	Define 4.19, 4.36 - 4.41, 4.47, 6.6 - 6.9, Measure 2.18 - 2.19, Analyze 2.7, 2.9, 2.11, 2.13 - 2.14, 2.21, 6.16
Swimlane Map, Template	Define 4.41
Takt Time (Customer Demand)	Measure 2.10 - 2.13, 2.29
Task Boards	Improve 4.39 - 4.41
Team Alignment Diagnostic, Template	Define 5.46
Team Dynamics, The Alignment Model	Define 5.44 - 5.46
Team Members	Define 2.12, Improve 2.3 - 2.5
Team Members, Review Before Implementation	Improve 2.3 - 2.5
Team Members, Roles	Intro 4.11 - 4.13, Improve 2.3 - 2.5
Threats & Opportunities	Define 5.27 - 5.28

Term	Module & Slide(s)
Threats & Opportunities Template	Define 5.28
Timeline, Project Charter	Define 2.12, Measure 5.3, Analyze 7.6
Tollgate Checklist, by DMAIC Phase	Intro 7.8, Define 6.8, Measure 5.10, Analyze 8.8, Improve 6.11, Control 6.8
Tollgate Checklist, Template	Control 6.8
Toyota's 8-Step Problem-Solving Method	Intro 5.4
Translation Matrix, Voice of the Customer	Define 3.32 - 3.39
Transportation, 8 Wastes	Intro 3.8, 3.12
Traveller Check Sheet	Measure 3.31
Tree Diagram	Define 3.27 - 3.31
Trigger Measures	Control 3.6
Validation of Root Cause Hypotheses	Analyze 6.1 - 6.33
Value, Lean Principles	Analyze 2.18 - 2.20, Improve 2.19 - 2.21
Value Analysis	Analyze 2.17 - 2.35
Value Analysis, Cycle Time	Analyze 2.22 - 2.26
Value Stream Map	Define 4.19, 4.30 - 4.35, 4.45, Measure 2.7 - 2.19, Analyze 2.27 - 2.34, Improve 2.23 - 2.124
Value Stream Map, Analysis	Analyze 2.26 - 2.34
Value Stream Map, Collecting Data for	Measure 2.14 - 2.15
Value Stream Map, Definitions	Measure 2.8 - 2.9
Value Stream Map, Future State	Improve 2.120 - 2.124, 6.12, Control 4.8
Value Stream Map, Icons	Define 4.33, Measure 2.17, Improve 2.81
Value Stream Map, Metrics	Measure 2.7 - 2.16, Analyze 2.29 - 2.33, Improve 2.124
Value Stream Map, Template	Define 4.32, Measure 2.16, Analyze 2.28 - 2.31, Improve 2.122
Value-Added Flow Analysis	Analyze 2.22 - 2.26
Value-Added Flow Analysis, Template	Analyze 2.24 - 2.25
Variation, Common Cause	Control 2.13

Term	Module & Slide(s)
Variation, Special Cause	Control 2.13 - 2.14, 2.21 - 2.22
Visual Management	Improve 4.30 - 4.44, Control 2.8 - 2.9, 4.9
Visual Management Checklist, Template	Improve 4.42
Voice of the Customer (VOC)	Intro 2.12, Define 3.1 - 3.44, 6.3, Analyze 3.16
Voice of the Customer (VOC), Kano Analysis	Define 3.17 - 3.22
Voice of the Customer (VOC), Questions	Define 3.16
Voice of the Customer (VOC), Research Methods	Define 3.13 - 3.15
Voice of the Customer (VOC), Translation Matrix Template	Define 3.32 - 3.39
Voice of the Customer (VOC), Tree Diagram	Define 3.27 - 3.31
Wait Time	Measure 2.7 - 2.8
Waiting, 8 Wastes	Intro 3.8
Waste Walk	Control 5.10
Weighted Criteria Matrix	Improve 3.10 - 3.15
Weighted Criteria Matrix, Template	Improve 3.13
White Belt	Intro 4.4
Work Cell Design	Improve 2.46 - 2.54, 6.5
Work in Process (WIP, Inventory), Value Stream Map	Measure 2.8 - 2.9, Analyze 2.28 - 2.30
Workload Balancing	Improve 2.55 - 2.58
X & MR Chart (Control Chart)	Control 2.28 - 2.31, 3.7, 4.6, 6.1, 6.3
X Measures	Measure 2.4 - 2.6
Y = f(x)	Measure 2.4, Analyze 4.2, 4.8
Y Measure	Measure 2.4 - 2.6
Yellow Belt	Intro 4.5