



Meet the Master Black Belt

Matthew Singh, M. Sci., CLSSMBB

Matthew Singh is the State of Nebraska's Director of Operational Excellence and its Lean Six Sigma Master Black Belt.

Matt comes to the State with two decades of progressive operations experience. Having obtained his Bachelor of Arts and Master of Science from University of Nebraska-Lincoln, Matt has pursued and obtained several advanced certifications in Lean and Six Sigma.

The Center of Operational Excellence

The COE serves as the training center for continuous process improvement across all state agencies. It currently certifies White, Yellow, and Green Belts in Lean Six Sigma to those looking to engage in process improvement. Its goal is to help agencies simplify processes, resulting in a more effective, efficient, and customer-focused government.



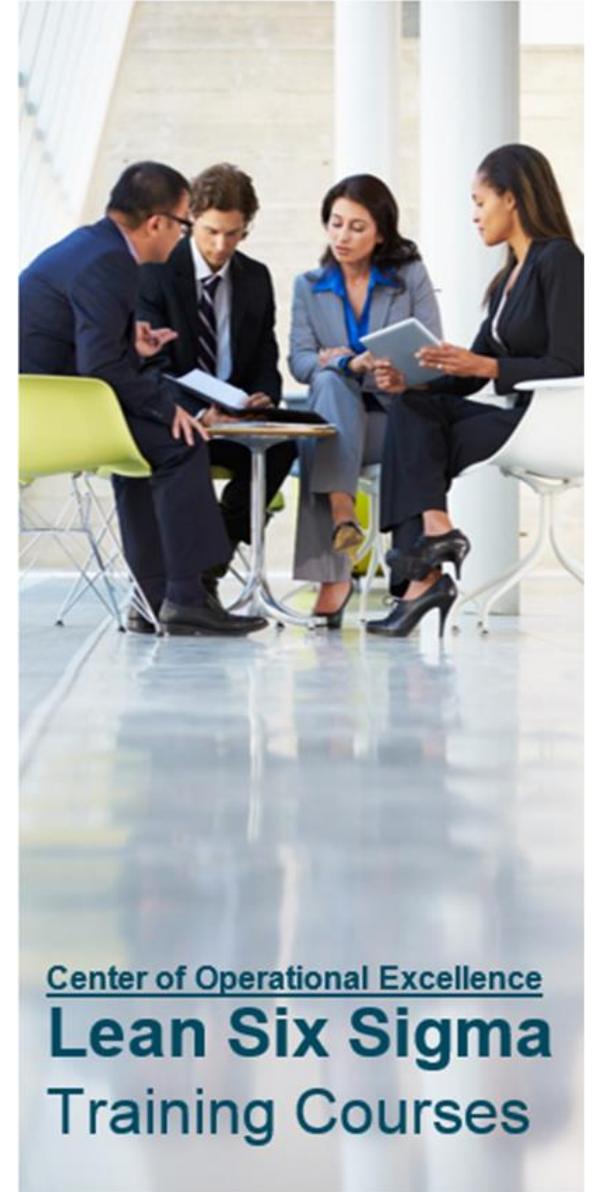
Are you ready to get started?

For Questions or to get Signed Up:

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Creating a Culture of Innovation and Efficiency



Center of Operational Excellence
Lean Six Sigma
Training Courses

Building a Culture of Process Improvement

The core philosophy of the State's program is simple: make government efficient, effective, and more customer focused. The program sees process improvement as a cultural shift and as such, does not make the tools and methods of process improvement the secret knowledge of a selected few, but rather provides training, an accessible toolkit, and methodology that gives team members the resources they need to tackle the problems they face in their everyday work.

"The Center for Operational Excellence (COE) has been instrumental in driving the Governor's mission to make state government more effective, more efficient, and customer focused. The COE's focus on process improvement is not only helping to reduce state spending, it's also allowing us to provide a better level of service and better outcomes for the people of Nebraska."



Matt Miltenberger
Governor's Chief of Staff



Team Member Training



White & Yellow Belt Training Package



Lincoln

\$225 per person
plus own parking & lunch

White Belt training is a one-hour session that introduces team members to Lean Six Sigma. The goal is to provide team members with a shared vocabulary and the basic concepts needed to help identify waste in the processes around them and how to eliminate it.

Yellow Belt training is the next level of process improvement training. This course reviews how to make daily improvements in the workplace. The training will focus on establishing visual management, setting KPIs, and the use of problem solving tools like the Pareto Principle, 5 Whys, Fishbone Diagram, and Control chart.



Green Belt Training



Lincoln

Certification
\$2,000 plus own lodging & meals

Mentorship
\$62/hr. Recommended additional
6-8 hours

Green Belt training is the foundation for professional process improvement. It covers an in-depth understanding of: leadership; team dynamics; motivational theories; and all of the DMAIC tools and methods used. Before receiving certification, participants are required to execute two projects while being mentored by others in the COE network.

On-site training is available. Please contact Nebraska's Center of Operational Excellence for additional information and pricing.

A Catalyst for Improvement

"The State's Center for Operational Excellence has been a catalyst for our process improvement initiatives, from training our team members to providing ongoing support. Following Governor Ricketts' lead to improve the performance of state government through strategic actions and measurable outcomes, our investment has already resulted in significant advances in providing Nebraskans with the responsive, high-quality and more efficient customer-focused services they deserve."



Courtney N. Phillips, PhD
Chief Executive Officer
Nebraska Department of Health and Human Services

Real-world Benefits

With our program, team members have realized the following benefits from using Lean Six Sigma:

- Increased efficiency due to elimination of unnecessary process steps.
- Improved use of time and resources with streamlined and standardized procedures.
- Decrease in operational "pain points"
- Decrease in frustration with doing things the "same old way".

In addition, our program delivers a clear financial return on investment, freed up payroll hours, and the opportunity to lead organizational change.