



Lean Silver Certification Accomplishment Record Requirements and Forms

NOTE: You must have passed your Lean Silver exam before you can submit your Silver Accomplishment Record.

You will need a copy of the [Lean Silver Certification Blueprint](#) at hand as you complete your Accomplishment Record. It may also be helpful to have a copy of the [Lean Certification Competency and Behavior Model](#) and Lean Certification Body of Knowledge for reference.

Lean Silver Certification is focused on integrative lean. This is the integration of lean activities, coupled with organizational restructuring, necessary for transformation and sustainable lean operation of a complete Value Stream.

For purposes of this certification:

VALUE STREAM is defined as any process that has a defined customer and supplier (including internal), material flow and information flow. The process should include multiple operations or tasks that require the use of several people, machines, or equipment.

Submitting Your Accomplishment Record

To submit your Accomplishment Record, [log into your SME Customer Account](#), or create a new account, in the upper right hand corner of the homepage ([sme.org](#)). If you need assistance, call SME Customer Care at 800.733.4763 or 313.425.3000, Monday through Friday, 8:00 a.m.–5:00 p.m.

1. After signing in, click View Your Profile (located in upper right hand corner of the webpage).
2. Under My Account, on the left side of the webpage click Portfolio Submission under Certification.
3. At the bottom of the webpage click New Submissions.
4. Click Start to the right of the Accomplishment Record you are submitting (Silver).
5. Enter the Title of your submission (i.e., Lean Silver Accomplishment Record).
6. Select Lean Portfolio for the category.
7. You do not need to enter or select from Length in Minutes or Audience Level of Expertise.
8. Topic Options will automatically list the portfolio selection you made when you started your submission.
9. Primary Topic will automatically populate after selecting Topic Option.
10. For Keywords, select the keyword for the Portfolio you are submitting then Save and Continue.
11. Verify or update your personal information then select Save and Continue then Go.
12. In the Word text box, add a note about your Accomplishment Record (i.e., Lean Silver Accomplishment Record, first submission). Text must be entered in this field to proceed.
13. Click Choose File and select your Accomplishment Record file. Please use this naming convention for your file: CustomerID-Last Name First Name-Accomplishment Record Silver.
14. Click Upload.
15. Type Yes in the text box to agree to the terms and conditions.
16. The Usage Questions section is not applicable for portfolios. Please make sure all questions are answered no then click Save and Continue.
17. Verify your submission details and contact information. If everything is accurate, click Submit.

An email acknowledgement will be sent when your portfolio is received. If you do not receive an acknowledgement within 48 hours, please assume your Accomplishment Record was not received. Report any upload difficulties to certification@sme.org or call SME Customer Care at 800.733.4763 or 313.425.3000. Review of your portfolio may take up to 60 days to complete.

Education, Training, and Development Documentation

Please document the lean-related education, training, and development activities in which you have participated. They may include training (public or company–sponsored), conference attendance, hands-on workshops, books, videos, etc.

The Education, training, and development requirement for the Lean Silver Certification is 160 hours. If the candidate has previously obtained the Lean Bronze Certification, the 80 hours of education, training, and development is applicable to the Lean Silver Certification. This means a candidate with a Lean Bronze Certification requires just an additional 80 hours. A candidate that had not previously obtained the **Lean Bronze Certification** must document a total of 160 hours of education, training, and development.

Education, training, and development documentation **MUST** demonstrate continuing investment in your lean education over time. For example, if you started your lean journey in 2001, you should illustrate how you’ve invested in your education, training, and development from 2001 to the present.

Your education, training, and development for the Lean Silver Certification should include four (4) or more of the various types of professional development activities listed below.

NOTE: Each category must not exceed a total of 64 of the 160 hours required (40% of the total requirement).

CATEGORIES	
Attendance	
ASQ, AME, or SME Chapter Meeting (meeting month/year)	1 hour per meeting
Conferences – Regional or National Lean Conferences (conference name/location/year)	3 hours per day of attendance
Authorship/Ownership	
Application for Lean Award (e.g., Shingo Prize, Best Plant) (provide award name/application date)	3.5 hours per application
Author a Published Lean Paper (provide paper title/publishing date)	3 hours per paper
Preparing Materials for Speaker (provide topic/speaker name/location/date)	0.5 hour per presentation, maximum 4 hours per year
Publish a Lean Book (provide book title/publishing date)	25 hours per book
Recertification Reflection Uploaded	6.5 hours, limit one per recertification period

Education	
College Course – Body of Knowledge Related (course name/year)	15 hours per college credit hour
Continuing Education Units (CEU) (course name/year)	10 hours per CEU
Create Lean Training Material (provide topic/date delivered/audience)	1 hour per hour spent creating materials, maximum of 4 hours
National or Regional Sponsored Course/Workshop/Video/Webinar – Body of Knowledge Related (topic/year)	1 hour per hour
Read a Lean Book (provide title)	4 hours per book
Submit a Written Book Review (provide review/link for reference)	4 hours per book
Teach a Lean Course (provide name of course and date delivered)	1 hour per hour of instruction
Teach the ASQ/AME/Shingo Institute/SME Lean Certification Exam Prep Course (course/date)	8 hours per prep course
Involvement	
Committee Activity (i.e., Lean Gold Certification interview team, writing articles, item writing, etc.) (activity/year)	0.5 hours per activity hour
Kaizen/Lean Event – Facilitator (event description/location/duration)	1 hour per event day
Kaizen/Lean Event – Participant (event description/location/duration)	0.5 hours per event day
Presenting/Co-Presenting Lean Event (lean event name/location)	1 hour per engagement
Read/Score AME/Shingo Institute Award Application/Achievement Report (business name/location/year)	4 hours per application/achievement report
Review a Lean Certification Portfolio or Accomplishment Record (candidate name/month/year)	2 hours per portfolio/accomplishment record

Leadership	
Elected Officer of a Lean Organization (position/organization/year(s) of service)	8 hours per year of service
Member Leader of a Lean Organization (name of organization/year(s) of service)	5 hours per year of service
Member Who Performs Ad-Hoc Sub-Committee Responsibilities (committee/organization)	1 hour per event/activity, for a total of 9 hours per year – 24 hours maximum for ad-hoc service
Mentoring (mentee’s name)	1 hour per hour, maximum of 24 hours per year
Organize a Lean Event for ASQ, AME, Shingo Institute, or SME (event name/date)	2 hours per event
Go to Gemba	
Book Review for Shingo Institute or Lean Certification Recommended Reading List (provide book title)	2 hours per assessment: written report required, maximum of 4 hours per year
Lean Employment (company name/position title/duration)	2 hours per month, maximum of 8 hours per year
Plant/Site Assessment (company name/location)	4 hours per assessment: written report required, maximum of 8 hours per year
Plant/Facility Tour (facility name/location)	1 hour per tour, maximum of 4 tours per year
Customer Feedback	
LinkedIn, Lean Registry, or Other Documented Recommendation/Testimonial (name/position title)	0.5 hours per written recommendation/testimonial

Your total combined education, training, and development MUST include all four (4) categories of the Lean Certification Body of Knowledge:

- Cultural Enablers
- Continuous Process Improvement
- Consistent Lean Enterprise Culture
- Business Results

Indicate the parts of the Lean Certification Body of Knowledge covered in the training you’ve documented by placing X’s in the appropriate columns of the Lean Certification Body of Knowledge categories. Please refer to the [Lean Certification Body of Knowledge](#) for the topics covered under each major category.

NOTE: If you are including Kaizen events or other “hands–on” events in this section, they may not be used for your portfolio projects. You may only count each activity or event one time within your portfolio.

Lean Silver Certification Accomplishment Record

A form for you to highlight your experiences relevant to Lean Silver Competencies

From the Certification Oversight and Appeals Committee:

Our Goal is to make you successful in your Lean Career. The Accomplishment Record is designed to showcase your competencies and behaviors relative to your desired category of Lean Certification in accordance with the [Blueprint Terminal Learning Objectives](#) (TLO) and associated Body of Knowledge elements. We **strongly** recommend you to **read** all the TLOs associated with each competency **before** you commence your narration. This way you will determine the best way to describe your competency, even though you will not 'hit' every TLO. Each competency should be written in the form of an Executive Summary.

Date Submitted (MM/DD/YY)	
Name (First Last)	
Email address	
Phone	

Instructions for describing your accomplishments relevant to Lean Silver Certification

On each of the following pages, you will be presented with a competency needed by Lean Silver professionals. For each competency, review the description and provide a narrative of your accomplishments related to the competency. In your description, please emphasize the quality of your accomplishments and results you have achieved, rather than the jobs you have held or tasks you have completed. Be sure to describe what **YOU** did rather than what the team did. The past accomplishments you describe may be specific, such as challenging assignments or projects that you successfully completed, or they may be broader examples of sustained high performance in your daily work. You should describe the quality of your accomplishment(s) including (a) how it relates to the specific competency and (b) its scope and impact.

For each accomplishment, please provide the information requested:

- **Dates Activities Conducted:** The start and end dates of the time period during which the activities were performed.
- **Background:** General statement of the situation or circumstances surrounding what you accomplished/achieved.
- **Precise Description:** A precise description of exactly what **YOU** did (the activities you performed, duties, and responsibilities).
- **Outcome:** The outcome, results, or long-term impact of your accomplishment(s). These outcomes may be indirect but it is important to describe such outcomes. Include the grade you received if your accomplishment was in an educational or training setting.
- **Verifiers (at end):** Name and contact information for two people who can provide substantiation of either your competencies or speak to your credibility.
- **Relationship to Verifiers:** Whether these people were your supervisor, co-worker, friend, instructor, chairman of a committee, etc. Do not use a spouse or a close relative (father, mother, etc.) or a person who is presently a direct subordinate as a verifier.

Note: Provide names and contact information only for individuals that may be contacted by SME.

Silver Accomplishment Record – Example

Example Response: Project Team Lead			
Leading (Orchestrating) the Application of Tools - (TLO4, TLO5, TLO6)			
<p>A Lean Silver professional will be able to describe and apply the basic principles and philosophies, systems, techniques, tools, and practices of continuous process improvement and improvement systems within a complete Value Stream. For example, he or she should be able to:</p> <ul style="list-style-type: none"> • “See” the Wastes through Gemba visits and orchestrate tools and techniques to eliminate barriers to flow throughout a complete Value Stream • Create methods and systems to ensure autonomation (Jidoka) throughout a complete Value Stream • Implement scientific thinking as a thought process through experimentation and experimental learning • Recognize and apply techniques for error prevention and detection within a complete Value Stream • Synchronize daily goals to customer demand for a complete Value Stream • Direct and apply the right tools and techniques necessary to assure PDCA for the current and future state for a complete Value Stream <p>Please refer to the relevant Terminal Learning Objectives in the Silver Blueprint for complete descriptions of requirements for this competency.</p>			
Please describe your accomplishments related to this competency.			
Dates activities conducted	From (MM/YYYY):	07/2007	To (MM/YYYY): 12/2007
Background: General statement of the situation or circumstances surrounding what you accomplished/achieved (10-50 words)			
Project Team Lead for conversion of Dynaflo sensor line to Value Stream design, Chesapeake Sensors, Washingtonville, MD			
Precise Description: Description of exactly what YOU did (i.e., what actions YOU took, and how it relates to this competency) (100-200 words)			
<p>As one of the few trained lean practitioners at the time, I was offered the opportunity to design our first product family and an assembly Value Stream for the company’s Dynaflo family of sensors. I analyzed current processes, gathered cycle times and calculated variability with histograms and statistical techniques, and developed current and future state Value Stream Maps that met current and projected takt times. With engineering and shop floor involvement, we redesigned production flow in a sequential layout, and two U-shaped cells: one for final assembly of the product family, and one for a key shared component. I guided the design of standard work documents written by the employees who would do the work.</p> <p>Along the way, I trained team members in identifying and reducing waste in the process, designing four in-process mistake-proofing tools, and creating visual management systems to identify problems in a critical potting process. I provided examples of heijunka scheduling, and facilitated the design of a non-computer-based mixed-model production scheduling system for the cells. The Value Stream effort drew heavily on several lean methods, including Design for Manufacturing, 3P, kanban, setup reduction, and autonomation.</p> <p>(TLO4 2.1.2, 2.1.3, 2.1.5; TLO5 2.2.1-2.2.4, 2.2.6, 2.2.7, 2.2.13, 2.2.14; TLO6 2.3.1, 2.3.2, 2.3.5.6, 2.3.7)</p>			
Outcome: The outcome, results, or long-term impact of your accomplishment(s). These outcomes may be indirect but it is important to describe such outcomes. (10-50 words)			
Productivity (labor hours/piece) decreased by 87%. Potting quality problems (defective pieces/1000 pieces) dropped by 90% over 6 months. Freed up floor space allowed another product family in the same facility – not possible before. The Value Stream served as a model line for all other products’ conversion to Value Stream production.			

Silver Accomplishment Record Form

<p>People Transformation – (TLO1) IMPORTANT: Read and understand these TLOs before narration</p>			
<p>A Lean Silver professional will be able to use and apply principles of cultural enablers within a complete Value Stream. For example, he or she should be able to:</p> <ul style="list-style-type: none"> • Demonstrate the importance of respect for the individual in lean cultures • Adopt the principle of humility in enabling personal and organizational learning and improvement <p>Please refer to the relevant Terminal Learning Objectives in the Silver Blueprint for complete descriptions of requirements for this competency.</p>			
<p>Please describe your accomplishments related to this competency.</p>			
<p>Dates activities conducted</p>	<p>From (MM/YYYY):</p>	<p>To (MM/YYYY):</p>	
<p>Background: General statement of the situation or circumstances surrounding what you accomplished/achieved (10-50 words)</p>			
<p>Precise Description: Description of exactly what YOU did (i.e., what actions YOU took, and how it relates to this competency) (100-200 words)</p>			
<p>Outcome: The outcome, results, or long-term impact of your accomplishment(s). These outcomes may be indirect but it is important to describe such outcomes. (10-50 words)</p>			

Process Transformation – (TLO2 and TLO3)

IMPORTANT: Read and understand these TLOs before narration

A Lean Silver Professional will be able to demonstrate and apply the processes and implement the techniques and practices of cultural enablers for Process Transformation **within a complete Value Stream**. For example, he or she should be able to:

- Develop and apply a vision and direction for a Value Stream.
- Apply motivation, empowerment, and involvement processes throughout a Value Stream.
- Develop training needs and conduct on-the-job training for new and/or experienced employees within a Value Stream.
- Demonstrate the critical elements of leadership development, including motivation, coaching for performance, establishing expectations, and managing change.
- Lead the formation and management of work teams.

Please refer to the relevant Terminal Learning Objectives in the **Silver Blueprint** for complete descriptions of requirements for this competency.

Please describe your accomplishments related to this competency.

Dates activities conducted	From (MM/YYYY):		To (MM/YYYY):	
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Background: General statement of the situation or circumstances surrounding what you accomplished/achieved (10-50 words)

Precise Description: Description of exactly what **YOU** did (i.e., what actions **YOU** took, and how it relates to this competency) (100-200 words)

Outcome: The outcome, results, or long-term impact of your accomplishment(s). These outcomes may be indirect but it is important to describe such outcomes. (10-50 words)

Leading (Orchestrating) the Application of Tools – (TLO4, TLO5, TLO6)

IMPORTANT: Read and understand these TLOs before narration

A Lean Silver professional will be able to describe and apply the basic principles and philosophies, systems, techniques, tools, and practices of continuous process improvement and improvement systems **within a complete Value Stream**. For example, he or she should be able to:

- “See” the Wastes through Gemba visits and orchestrate tools and techniques to eliminate barriers to flow throughout a complete Value Stream
- Create methods and systems to ensure autonomation (Jidoka) throughout a complete Value Stream
- Implement scientific thinking as a thought process through experimentation and experimental learning
- Recognize and apply techniques for error prevention and detection within a complete Value Stream
- Synchronize daily goals to customer demand for a complete Value Stream
- Direct and apply the right tools and techniques necessary to assure PDCA for the current and future state for a complete Value Stream

Please refer to the relevant Terminal Learning sections in the **Silver Blueprint** for complete descriptions of requirements for this competency.

Please describe your accomplishments related to this competency.

Dates activities conducted	From (MM/YYYY):		To (MM/YYYY):	
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Background: General statement of the situation or circumstances surrounding what you accomplished/achieved (10-50 words)

Precise Description: Description of exactly what **YOU** did (i.e., what actions **YOU** took, and how it relates to this competency) (100-200 words)

Outcome: The outcome, results, or long-term impact of your accomplishment(s). These outcomes may be indirect but it is important to describe such outcomes. (10-50 words)

Value Stream Perspective – (TLO7, TLO8, TLO9)

IMPORTANT: Read and understand these TLOs before narration

A Lean Silver professional will be able to evaluate the principles, determine the processes or systems, and apply the tools and techniques for developing and maintaining a consistent lean enterprise culture **within a complete Value Stream**. For example, he or she should be able to:

- Drive systematic thinking to build a culture that is Value Stream focused.
- Ensure consistency of purpose within the lean enterprise culture.
- Integrate enterprise thinking within a Value Stream.
- Apply different methods of policy deployment / strategy deployment (Hoshin Kanri).
- Utilize an A3 process to capture knowledge, analyze the process problem and learning.
- Employ catchball to achieve a consistent strategy to achieve QCD

Please refer to the relevant Terminal Learning sections in the **Silver Blueprint** for complete descriptions of requirements for this competency.

Please describe your accomplishments related to this competency.

Dates activities conducted	From (MM/YYYY):		To (MM/YYYY):	
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Background: General statement of the situation or circumstances surrounding what you accomplished/achieved (10-50 words)

Precise Description: Description of exactly what **YOU** did (i.e., what actions **YOU** took, and how it relates to this competency) (100-200 words)

Outcome: The outcome, results, or long-term impact of your accomplishment(s). These outcomes may be indirect but it is important to describe such outcomes. (10-50 words)

Measure What Matters – (TLO10, TLO11, TLO12)

IMPORTANT: Read and understand these TLOs before narration

A Lean Silver professional will be able to describe and apply the principles of business results, measurement systems and apply key lean related measures **within a complete Value Stream**. For example, he or she should be able to:

- Analyze and understand what matters to the customer in order to align, streamline, and simplify work processes
- Diagnose normal conditions from abnormal conditions to trigger the correct response
- Align internal measures that matter to the customer
- Design metrics and measure the results from the whole system to maximize value
- Apply methods of visible feedback in real-time to communicate information
- Analyze the total cost in the lean process to identify opportunities to eliminate waste
- Analyze the financial impact that the lean process has on daily operations

Please refer to the relevant Terminal Learning sections in the **Silver Blueprint** for complete descriptions of requirements for this competency.

Please describe your accomplishments related to this competency.

Dates activities conducted	From (MM/YYYY):		To (MM/YYYY):	
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Background: General statement of the situation or circumstances surrounding what you accomplished/achieved (10-50 words)

Precise Description: Description of exactly what **YOU** did (i.e., what actions **YOU** took, and how it relates to this competency) (100-200 words)

Outcome: The outcome, results, or long-term impact of your accomplishment(s). These outcomes may be indirect but it is important to describe such outcomes. (10-50 words)

Accomplishment Record Declaration

The responses I have provided on this form are truthful and accurate to the best of my knowledge. I understand that SME may contact individuals listed below to verify the accuracy of my statements and/or my credibility. I understand that if my statements are deemed to be untruthful I will be subject to removal from the process.

Your Name		Your Signature	
Name and title of person (1) who can verify your accomplishment or credibility			
Verifier relationship to you (e.g., supervisor, co-worker)			
Verifier contact information, including email, phone, and mailing address			
Name and title of person (2) who can verify your accomplishment or credibility			
Verifier relationship to you (e.g., supervisor, co-worker)			
Verifier contact information, including email, phone, and mailing address			