

Is the Management and Strategy Institute Accredited?

The Management and Strategy Institute holds the following private-industry accreditation's & industry recognition:

- Founding member of the [Six Sigma Quality Standards \(SSQS\)](#)
- Founding member of the [Process Improvement Credentialing Standards \(PICS\)](#)
- [CPD Accredited Organization](#).
- BBB Accredited Business
- [Approved Provider for HRCI recertification credit](#).
- Approved by SHRM to offer Professional Development Credits (PDCs) for SHRM-CP or SHRM-SCP.
- [VA approved](#) for our [Six Sigma Black Belt Professional \(SSBBP\)](#) certification.
- Learn more - [Accreditation Information](#).

What happens if I don't pass my certification test on the first try?

If you do not pass the exam, you are given 2 additional attempts to pass the exam at no extra cost. There is a 24-hour waiting period between retakes, so that you can study areas you weren't strong in.

What will I receive after I pass my test?

You will be mailed a Certificate Of Completion, as well as an official transcript and two distribution copies of that transcript which you can give to employers who request it. The certificate is heavy-stock, cream paper suitable for framing. [\[View Example\]](#)

- Note 1: Applies to paid certifications purchased on MSICertified.com only. [Free certifications](#) do not include the mailing of certificate or ID# entered into database. This can be purchased as an upgrade for a small fee after completing the free certification.
- Note 2: If you purchased your training course from another website and registered for a course using a "voucher code" or "coupon code", additional fees may apply to receive your certificate in the mail.
- International Shipments Note: The Management and Strategy Institute only ships physical certificates and transcripts to the countries listed below. Members in all other countries can download the digital certificate & transcripts directly from within their account.
 - Approved Countries
 - US & all US territories
 - Canada
 - Australia
 - New Zealand
 - Netherlands
 - United Kingdom
 - Germany
 - Switzerland
 - France
 - Sweden
 - Ireland

How quickly will I get my certificate in the mail?

Certificates are professionally printed and typically mail out within 72 hours of completing your exam. They take about 1 week to arrive if you are in the US or Canada. International shipments may take up to 30 days or longer to arrive depending on the countries delivery system. The certificate and transcripts will be mailed to the address you provided at the time you sign up. All mailers are sent with USPS tracking and you will receive an email with the tracking information when it ships.

Can an employer verify my certification?

Yes, all certifications purchased directly on MSICertified.com have the certification ID# entered into our verification database at MSICertified.org. If an employer has your ID#, they can verify the certification. It takes 48-72 hours to update the database after you've completed your certification exam. Want to see a sample? Use ID#: **abc010120**

NOTE: This applies to paid certifications only, purchased directly on MSICertified.com. [Free certifications](#) or certifications purchased with a voucher require an additional fee.

Does MSI provide a Digital Badge for my certification?

Yes, all certifications purchased directly on MSICertified.com include digital badges. They are accessed through the MSICertified.org verification portal. You can download the digital badge and [link it](#) directly to your verification data.

NOTE: This applies to paid certifications only, purchased directly on MSICertified.com. [Free certifications](#) or certifications purchased with a voucher require an additional fee.

Are there Prerequisites for your courses?

Most MSI certifications do not have prerequisites. Please read the descriptions of each certification which will list any prerequisites.

Does my certification expire? How often must I renew it?

Upon passing of the MSI exam, the credential is issued as a certification for a period of 3-years. After 3-years, the certification holder must renew the certification. MSI provides a paid and free version of its certification renewal process. You may select either option below:

- **Paid Renewal option:** ([Register Here](#))
 - \$29.95. Includes updated professional certificate & transcripts.
 - Updated certification data in verification database.
 - Expedited processing.

- **Free Renewal option:** ([Register Here](#))
 - Free. Database update only, no updated paperwork or certificates.
 - Processing time of 7-10 days.

If credential is not renewed, the certification becomes a lifetime certificate. At that point, the credential holder may no longer use the associated post-nominals after their name. Certifications can be renewed at any time after they have expired by completing the required renewal packet.

What training material is included with my purchase?

All MSI certifications include free study material with the purchase of your certification. All study material is accessed online and is available immediately after signing up for an exam.

Am I required to use the included training material?

No, you may use whatever training & study material you'd like to help you prepare for the MSI certification exam. MSI includes free training material with all certification purchases as a benefit to our members, but you are not required to use it. We have additional books and programs we recommend in the Syllabus of each program if you'd like some additional material or training options.

How long do I have access to the program?

You have 1-year to access the study material and complete the exam.

How long do the programs take? The description just says the program is self-paced.

The training courses are completely self-paced, so the time to complete and fully comprehend will vary with every individual. On average, most people spend 2 to 4 weeks (15 - 30 hours) reviewing the study material before attempting the exam. This is just the average, and you may move faster or slower to fit your comfort level. We have some members who take an entire year to complete a program, and others who complete it in 48 hours. It really just depends on how quickly you feel confident to take the exam.

Can I get another copy of my Certificate & transcripts?

Yes, if you would like a second copy of your certificate & transcripts we charge just \$18.95. The Link for this can be found in the alumni "Resources" tab when you log-in.

Do these courses include a lot of "fluff" or unnecessary information?

No, MSI does not include jokes, funny examples, unneeded pictures, or anything else that distracts from your training on the core learning elements. These courses are designed for adults who are looking to enhance their resume, we know how busy you are. This is why we are able to keep many of our training courses fairly short, while still providing a high level of training.

Does the certificate mention the word "online"?

No, the word "online" does not appear on the certificate or employer verification letter. Furthermore, the verification letter directs employers to our MSICertified.org website so they can verify your certificate. The .ORG version of our website does not mention the words online or the cost of the training courses.

Do I need to purchase books?

No, all training material is included in your purchase. The material included is everything that you'll need to study for and pass the certification test. There are some books that we recommend in the course syllabus that you can purchase to further study a subject, but they are not required.

How is the exam structured?

This certification exam is timed, the limit is determined by the specific exam. The exam is completed online from home or work. You may take the exam as soon as you are ready, it does not need to be scheduled in advance. All questions are multiple choice. The exam does not require a proctor. Exam passing grade is 65% to 75%, depending on the certification.

Do you offer a money-back guarantee?

Yes, MSI is proud of the training courses we sell. So much so, that if you are unhappy with your purchase within the first 30 days (but before you take the certification test) we will issue you a full refund. Please see our ethics and privacy policy [HERE](#).

- NOTE: If you registered for one of our courses using a voucher you purchased from another website, you will need to contact that website to request a refund. That company may have a different refund policy. Unfortunately we can not assist with refunds for vouchers.

Are certifications a good way to enhance my resume?

Yes, [professional development](#) certifications show employers that you are actively working to improve yourself and your business knowledge. In this difficult economy, having a certification on your resumé could be the key to getting that next job or promotion.

I'd like to speak with someone, but I'm having trouble reaching you on the phone?

We want to speak with you too! Please keep in mind we only have a few experts who answer our phones so they can get very busy. If you have questions, the best way to reach us is to simply use the contact form. We can answer those questions very quickly. You can also use the contact form to request a call back. Just be sure to include your phone number and we'll call you back as soon as someone is available. We are in the office from 9am to 5pm Eastern timezone.

I'm not sure if I should use your company?

Depending on your needs, our certifications may be a great choice for you! Here is a great article to help you decide: [MSI Certification](#).

Here's the [Top 10 reasons](#) we think you should select MSI for your certification.

Do you have a free sample of a course that I can try?

Yes! You can register for our [FREE Six Sigma White Belt program](#). This program is designed to take about 20 minutes to complete and will give you a good idea of the "look and feel" of our training material and a certification test.

What size is the certificate that you send in the mail? I'd like to frame it.

Our certificates are 8.5 x 11. If you're buying a frame at a store, be sure to buy a "certificate" frame or frame matted to 8.5 x 11.

How do I change my name or email address on my account?

For security and record retention reasons, you can not manually change your email address or name on your account. To change your name or email, please contact us via the [contact form](#) to request a change. [Note regarding name changes](#) - Minor name changes such as a spelling mistake or adding a middle initial can be made without documentation. More extensive name changes, such as changing of a last name may require documentation to substantiate the change. This is to protect the integrity of your certification.

Do college students qualify for a discount?

MSI offers discounts to select colleges & universities only. To see our current list of colleges that qualify for a discount, [visit here](#).

Six Sigma Questions:**What's the difference between the Six Sigma and the Lean Six Sigma program?**

The "[Six Sigma](#)" aspect of both Belt programs is exactly the same. The only difference is that the Lean Belt focuses a little more on [Lean Principles](#). It looks at "Removing waste from a manufacturing or production cycle". Generally speaking, the three industries that use Lean the most are Manufacturing, Logistics, and Healthcare.

Do I need to take the Belts in-order? (Yellow, then Green, then Black)?

No, we recommend that you start with the program you are most interested in. The training material includes the material for the lower belts. For example. The Black Belt includes all of the training material for the Yellow and Green Belts and you will learn that information first. In Six Sigma, it is common to only be certified in the level you plan to work at.

So if I take the Black Belt, do I also get the Yellow and Green belt certifications?

No, you are only taking the Black Belt exam and you will only receive the Black Belt certification.

Should I take an industry-specific Six Sigma program like Healthcare or HR?

MSI offers our Six Sigma Green and Black Belts in four specialty area's: [Healthcare](#), [Human Resources](#), [Information Technology](#) & Government.

You may take one of these specialty Six Sigma programs, or our standard Six Sigma belt certifications. Generally speaking, if you work in one of those specialty areas, and you know you'll be staying within that career field we recommend you take the specialty program. If you think you may be switching careers, or want an industry neutral [Six Sigma certification](#), then we recommend you take the standard certification.

Why don't you require a project like some other institutions?

Our certifications are designed to test someone's fundamental knowledge of Six Sigma procedures, not the practical application of Six Sigma within a project. Typically most projects are done on-the-job, therefore most people do not have access to a project. Our certification is based strictly on the ability to pass the certification exam. Here is a great article that explains this in more detail [[Certification and a project requirement](#)].

I completed a Six Sigma project through a previous employer, but no longer work there. Can you verify it?

Click here to learn about our [project verification service](#). We also offer [Six Sigma Project Simulators](#) which you can complete.

What's the difference between Black Belt and Master Black belt?

A Black Belt is someone who leads a Six Sigma project. A Master Black Belt usually oversees multiple Black Belts at the same time, with each Black Belt working on a separate project. Often times, Master Black Belts are also in charge of six sigma training.

Does MSI set Six Sigma standards, or simply follow other standards?

The Management and Strategy Institute is a [leader](#) within the Six Sigma industry. Rather than simply "following" a set standard, MSI has created an industry standard through the *Six Sigma Quality Standards* (SSQS) program. This standard uses both industry experts as well as fellow SSQS members to help develop a unified standard for the industry. SSQS standards can be reviewed here: [Six Sigma Standards](#)

Are there additional study guides I can order?

Yes, MSI offers our "[Core Concepts Guide](#)" for those who would like to order a book to assist with their studies. This pocket guide not only helps prepare you for the exam, but also makes the perfect reference book for future use. Remember, these books are not required since digital study material is included for free with your purchase. [Order here](#).

How can I learn more about Six Sigma?

You can visit our online [Six Sigma resource center](#) which includes information and video's on Six Sigma, DMAIC and other related quality improvement processes.

Is MSI Certification Recognized?

Yes, MSI certifications are recognized by individuals and companies all over the world. In fact, over 100,000 people are now a member or alumni of an MSI program. MSI works to follow industry standards, as well as set industry standards, so we are very active in the business community. Many educational institutions use MSI certification programs in their schools. We also work with companies in almost every industry, from aerospace to healthcare. [Read more here](#).

What is a Six Sigma Certification?

This certification demonstrates that the holder has proficient knowledge in the Six Sigma methodology. Six Sigma has different levels, or belts, to rank someone's knowledge. These levels should be thought of as "job functions," not the level to which someone works in their organization. To become certified, you must first select the organization you want to be certified through. There is no right or wrong answer to this question; you should research several different organizations and select the one that best fits your needs and budget. There is no singular governing body for Six Sigma, whichever company you register with, they are typically the company that certifies you. Each company sets the standard by which they certify someone. Most require the passing of a comprehensive certification exam to measure your fundamental understanding of the subject. Some may also require a project. This is completely dependent on the organization.

Will Six Sigma Help My Career?

Possibly, it will depend on several factors. A Six Sigma certification lets employers know you have an understanding of continual process improvement. Most organizations appreciate individuals who have this skill set, even if the organization itself does not practice the Six Sigma methodology. Employers also look for people who actively practice self-improvement. When you take the initiative to get a certification on your own, it lets employers know you take personal development seriously and you are actively

improving your skills. Getting your six sigma certification is usually the first step of your journey, not the last. A lack of practical experience applying the methodology in the real work could limit the value of the certification for some organizations and jobs. Like any job function, experience is always important.

How much does it cost to get Six Sigma Certified?

This depends on which company you get certified through. Each Six Sigma certification body has its own pricing and certification requirements. The average cost for the Black Belt certification is between \$250 & \$500 for most certification companies. The average cost for the Green Belt certification is between \$150 & \$400. The average cost for the Yellow Belt certification is between \$99 & \$395. This does not include the cost of training, which could be substantially more depending on the type of training you select. You should research several different certification companies and select the organization that best fits your needs and budget.