501 - Six Sigma Projects

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Overview

Six Sigma Projects are identified by problems that never seem to go away and are a constant annoyance in the system driven by customer dissatisfaction. Six Sigma is a tool, which utilizes the DMAIC methodology by diving deep into the process uncovering the root cause and eliminating the problems.

Objective

- To use DMAIC process steps to systematically eliminate and/or minimize the consumer driven problems to a 6σ level.
- To increase the awareness of root cause problem solving within the organization.
- To enhance teamwork problem solving resolution especially related to consumer concerns.
- To reduce process variation and increase consumer satisfaction.

Topics

1. Project Selection and Project Selection Tools
2. CTQs
3. Process Mapping
4. DMAIC Steps
5. Graphical Analysis Tools
6. Improvement Tools (FMEA)
7. Cost/Benefit Analysis

Assessment

First, the management staff reports all consumer driven issues or customer dissatisfaction concerns. The concerns should already be priority ranked in the system. Proper project selection is one of the most critical success factors in influencing the outcome of a 6σ project. Many 6σ projects are expected to yield a minimum of $250k to over $1M in savings but require intensive team workload. Defining the correct project will eliminate major losses in time spent during the DEFINE stage as projects can sometimes be too large. Management needs to be aware that hundreds of hours are spent in completing a project, which may take between 3 months to a year to complete.

Key Management personnel and the Project Sponsor are invited to each report out stage and other meetings to discuss project status and issue advise as needed.

Course Timing

Timing is totally project dependent. Six Sigma projects can take up to a year to complete depending upon team size, allowed hours, and financial targets.

Materials

Overhead projector
Slide Show Presentation
White Board/ Markers
Miscellaneous Items needed by project team (by DMAIC phase)

Participants (5-8)

Operators (as required)
Engineer
Quality Engineer
Support staff (Administrative)
Executive staff/Sponsor
Manager/supervisor

Milestones

Lean Principles and/or Quality Problem Solving Tool Knowledge

Employees selected to participant in a Six Sigma project should have a basic awareness of lean principles and/or familiarity of quality problem solving tools.

Six Sigma Project Selection/Scope

Sponsor defined project review of project team's scope of project.

DMAIC Phase Review

At minimum, upon completion of each DMAIC Phase, the sponsor is required to review and ask questions regarding project concerns or obstacles that need to be addressed.

Project Completion

Sponsor reviews work of the team and determines if the team has fulfilled the Project Scope and achieved the intent of resolving the consumer's concern.