

Six Sigma DMAIC Methodology (2/4)

Deployment Strategy With Clear Performance Metrics



We hope you have enjoyed going through our first issue of this series, in which the KORN CONSULT GROUP introduces its state-of-the-art “Six Sigma DMAIC” methodology.

Today we want to share with you Part 2: “Deployment Strategy With Clear Performance Metrics”

Are you willing to know more about this tool, but you missed part 1?

No worries, you may find it here:

<https://www.korn-consult.com/news/six-sigma-master-blackbelt-presentation>



KORN CONSULT GROUP

Six Sigma DMAIC Methodology

Part 2 / 4



Six Sigma DMAIC Methodology Content



1 Six Sigma DMAIC Deployment Strategy

Six Sigma DMAIC Methodology

Deployment Strategy With Clear Performance Metrics



People

- Draft “A” Players With Proven Track Record To Become Six Sigma Leaders and Black Belts
- Subject Matter Experts. With Excellent Analytical Skills
- Dedicated Full Time Resources. Change Agents



Projects

- Consistent Enterprise Deployment Strategy
- Project Clusters Integrated with Business Needs
- Definable, Quantifiable and Finite Projects
- Roll-Out in Areas that Have a High Probability of Success

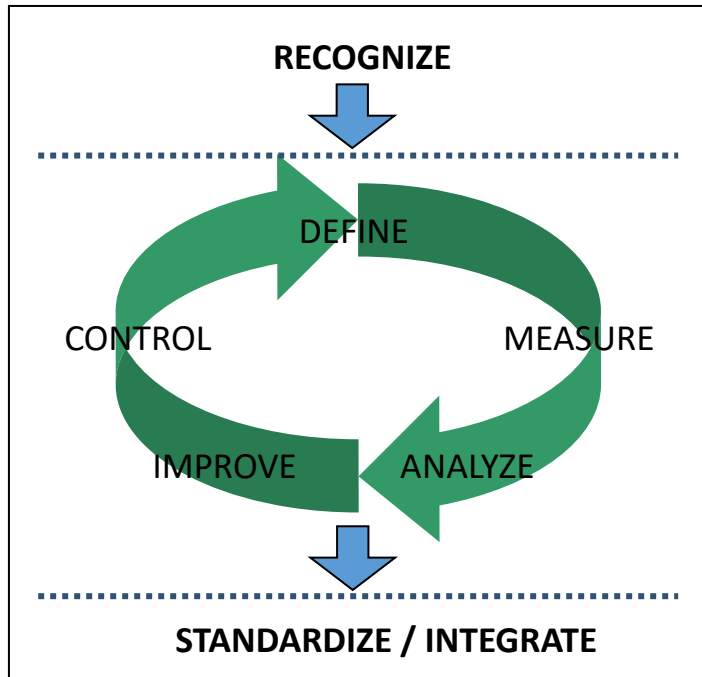


Metrics

- Clear Impact on Business
- Line of Sight linkage to the Business Levers
- Finance Involved in Establishing Standards and Tracking Benefits
- Specific Financial Targets for Each Individual

Six Sigma DMAIC Methodology

Six Sigma DMAIC to Reduce Variability



Define Customer Requirements
Clearly Scoped Projects (Aligned to Business Strategy).



Calculate KPI's,
Determine Process Entitlement.



Identify, Verify and Quantify Root Causes,
Establish Improvement Targets.



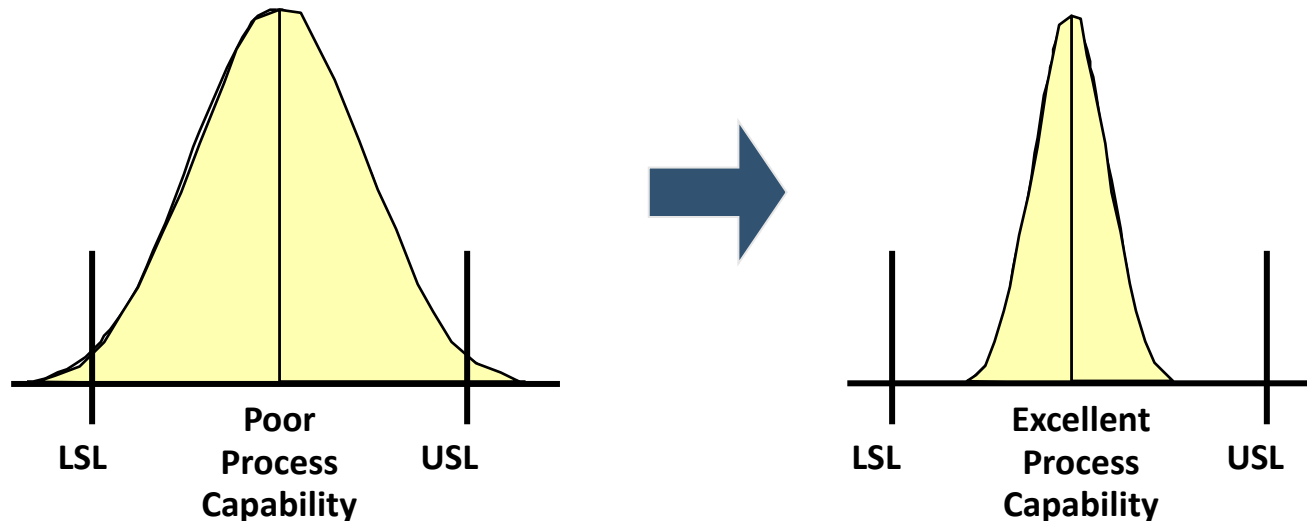
Validate and Pilot the Solution,
Implement Improvement Plan.



Poka-Yoke (Mistake Proof),
Standardize Process.

Six Sigma DMAIC Methodology

Six Sigma methodology to Reduce Variability



- Customers feel variances not averages... average tells little about customer experience.
- Businesses do not excel managing averages...businesses are negatively impacted by extremes in the variation of a process.
- To drive dramatic improvements in performance, the variance in a process must first be minimized.

Six Sigma DMAIC Methodology

Benefits of 6 Sigma Projects



CUSTOMER SATISFACTION

Critical to customer satisfaction:

The customer requirement is defined by delivery, price and quality.

Voice of the Customer:

Is made up of the experiences and expectations that customers have made with a company or have of it.

CTS determine the customer requirements

- CTQ = for quality
- CTD = for delivery
- CTC = for the cost
- CTX = critical requirements



YOUR BENEFITS

- Savings potential at the beginning of the project
- Project goal description with project boundaries
- Defined roles in the project
- Involvement of key employees in the company, depending on the project definition
- Involvement of management staff in the company, Champion and Process Owner
- Project schedule with milestones and phases
- Determination of the savings achieved after each project phase
- Monthly comparison of the planned savings and the savings achieved
- Proven improvement of the process in the control phase

