

# DMAIC cycle, Six Sigma Project Management Roadmap

## Define

Develop a vision for Six Sigma project

Map the project management process

Understand client needs and set project requirements

## Measure

Collect data on process defects and possible causes

Review process data for a relatively long period to identify each cause

Organize hierarchically and visualize process data; use Pareto analysis

Estimate starting sigma level

Develop detailed process maps

## Analyze

Write descriptions of focused problems relating to the process

Explore potential causes to process failure/inefficiency

Organize potential causes and collect additional data

Quality cause-effect relationships by statistical methods of analysis

## Improve

Create possible solutions for root causes

Select the most feasible solutions

Design improvement plans

Run pilot test for the plans

Implement the plans and evaluate results obtained

## Control

Design and document standard practices for process improvement

Train and develop personnel

Keep track of process performance

Update standard procedures

Summarize and communicate results obtained

Develop recommendations and future plans upon project completion



# Six Sigma For It Management

**Sven den Boer**



## **Six Sigma For It Management:**

*Six Sigma for IT Management* Melvin Harteveld, Sven den Boer, 2006-07-13 Note This book is available in several languages Chinese English This is the first book to provide a coherent view and guidance for using the Six Sigma approach successfully in IT service organisations It particularly aims to merge ITIL and Six Sigma into a single approach for continuous improvement of IT service organisations Six Sigma provides a quantitative methodology of continuous process improvement and cost reduction by reducing the amount of variation in process outcomes The production of a product be it a tangible product like a car or a more abstract product like a service consists of a series of processes All processes consist of a series of steps events or activities Six Sigma measures every step of the process by breaking apart the elements within each process identifying the critical characteristics defining and mapping the related processes understanding the capability of each process discovering the weak links and then upgrading the capability of the process It is only by taking these steps that a business can raise the high water mark of its performance IT is now a fundamental part of business and business processes this book demonstrates how IT can be made to work as an enabler to better business processes and how the Six Sigma approach can be used to provide a consistent framework for measuring process outcomes ITIL defines the what of Service Management Six Sigma defines the how process improvement together they are a perfect fit of improving the quality of IT service delivery and support The Six Sigma approach also provides measures of process outcomes and prescribes a consistent approach in how to use these metrics

**Six Sigma for IT Management - A Pocket Guide** Sven den Boer, 2011-03-03 Six Sigma provides a quantitative methodology of continuous process improvement and cost reduction by reducing the amount of variation in process outcomes The production of a product be it a tangible product like a car or a more abstract product like a service consists of a series of processes All processes consist of a series of steps events or activities Six Sigma measures every step of the process by breaking apart the elements within each process identifying the critical characteristics defining and mapping the related processes understanding the capability of each process discovering the weak links and then upgrading the capability of the process It is only by taking these steps that a business can raise the high water mark of its performance IT is now a fundamental part of business and business processes this book demonstrates how IT can be made to work as an enabler to better business processes and how the Six Sigma approach can be used to provide a consistent framework for measuring process outcomes ITIL defines the what of Service Management Six Sigma defines the how of process improvement together they are a perfect fit of improving the quality of IT service delivery and support The Six Sigma approach also provides measures of process outcomes and prescribes a consistent approach in how to use these metrics This Pocket guide provides a coherent view and guidance for using the Six Sigma approach successfully in IT service organisations It particularly aims to merge ITIL and Six Sigma into a single approach for continuous improvement of IT service organizations

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*Lean Six Sigma For Leaders* Martin Brenig-Jones,Jo Dowdall,2018-03-07 A refreshingly practical guide to real world continuous improvement Lean Six Sigma for Leaders presents a no frills approach to adopting a continuous improvement framework Practical down to earth and jargon free this book outlines the basic principles and key points of the Lean Six Sigma approach to help you quickly determine the best course for your company Real world case studies illustrate implementation at various organisations to show you what went right what went wrong what they learned and what they would have done differently giving you the distilled wisdom of hundreds of implementations with which to steer your own organisation Written from a leader s perspective this quick and easy read presents the real information you need to make informed strategic decisions While many organisations have implemented either Lean or Six Sigma there is a growing interest in a combined approach by implementing the most effective aspects of each you end up with a more potent adaptable system that benefits a wider range of organisations This book shows you how it works and how to tailor it to your organisation s needs Understand the basic principles and key aspects of Lean Six Sigma Examine case studies of organisations that have implemented the framework Build on the lessons learned by other leaders to shape your own path Achieve continuous improvement by creating the right environment for success In theory every organisation would like to attain continuous improvement but what does that look like in day to day practice How is it structured What practices are in place How can you implement this new approach with minimal disruption to daily operations Lean Six Sigma for Leaders answers these questions and more for a clear actionable guide to real world implementation

**An Integrated Company-Wide Management System** Souraj Salah,Abdur Rahim,2018-08-30 This book offers a comprehensive guide to

implementing a company wide management system CWMS utilising up to date methodologies of lean six sigma in order to achieve high levels of business excellence It builds the foundation for quality and continuous improvement which can be implemented in any organization The book begins with an introduction to and an overview of CWMSs and reviews the existing literature on various management systems It then discusses the integration and implementation of lean six sigma in supply chain management The integration approach presented highlights the link between the existing management systems and shows how continuous improvement methodologies are incorporated The book then examines the components of CWMS comparing them to other systems It also explores Kano based six sigma and concludes with further recommendations for reading This book covers five management systems integrated into one novel approach that can be followed by organizations wishing to achieve quality and business excellence Covering lean six sigma an essential element of management systems it is a valuable resource for practitioners and academics alike

*A Guide to Lean Six Sigma Management Skills* Howard S Gitlow, 2009-06-22 In summary the purpose of Six Sigma management is to promote joy in work for all employees so that they have the energy to participate in the improvement and innovation projects identified from the organizational dashboard Authored by Dr Howard Gitlow one of the most respected Six Sigma Master Black Belts this well organized volume demonstrates the implementation of quality improvements into all areas of the workplace from the shop floor through a company's executive offices Illustrating his points with a number of case studies the author provides a compelling argument as to why Six Sigma should be the preferred approach The book explains how to build an organization that encourages and values the input of quality teams detailing the steps required to implement and maintain lean initiatives

*Lean Six Sigma Management System for Leaders* Luis Socconini, Carlo Reato, 2019-11-20 Henry Ford implemented the lean concept in the early 1900s Toyota started TPS in the 1970s Motorola first initiated the Six Sigma journey followed by GE and many others just years later Still today Lean Six Sigma remains the strongest continuous improvement methodology in order to achieve stable and lean processes and the number of defects in a single digit figure per million products produced or services provided Over the last two decades we have studied why companies succeeded while others failed in the journey of Lean Six Sigma This book is the strong guide and compilation of what needs to be done to successfully implement and benefit from a strong Lean Six Sigma Management System The book is written for Leaders top management boards of directors and owners Any Industry from manufacturing to all types of services Any company size from a 1 person business up to mid or large scale companies As a successful and busy leader you want to be aware of the strong benefits that can be achieved by implementing Lean Six Sigma Management in your company This is a must read book if you want to have satisfied customers lowest cost top quality best in class service and want to successfully carry out Industry 4.0 IIoT

*Lean Six Sigma For Dummies* John Morgan, Martin Brenig-Jones, 2010-11-18 With the growing business industry there is a large demand for greater speed and quality for projects of all natures in both small and large businesses Lean Six Sigma is the result of the combination of the

two best known improvement methods Six Sigma making work better of higher quality and Lean making work faster more efficient Lean Six Sigma For Dummies outlines they key concepts in plain English and shows you how to use the right tools in the right place and in the right way not just in improvement and design projects but also in your day to day activities It shows you how to ensure the key principles and concepts of Lean Six Sigma become a natural part of how you do things so you can get the best out of your business and accomplish your goals better faster and cheaper About the author John Morgan has been a Director of Catalyst Consulting Europe s leading provider of lean Six Sigma solutions for 10 years Martin Brenig Jones is also a Director at Catalyst Consulting He is an expert in Quality and Change Management and has worked in the field for 16 years

*Lean Six Sigma Management. Certification Manual* Luis Socconini,2021-12-02 The Lean Management program offers a proven system to significantly improve an organization s performance The program is designed to develop leaders in the successful implementation of Lean Management and the achievement of exceptional results After completing this certification course participants will understand the principles of Lean Six Sigma and the role leaders play in transforming processes in an organization Additionally they will be able to lead change through the implementation of Lean Six Sigma tools Benefits Engaged and knowledgeable management team Understanding of a single system Leadership in teamwork and continuous improvement initiatives Knowledge to increase profitability

*Quality Management for Organizations Using Lean Six Sigma Techniques* Erick Jones,2014-02-25 The next step in the evolution of the organizational quality field Lean Six Sigma LSS has come of age However many challenges to using LSS in lieu of in conjunction with or integrated with other quality initiatives remain An update on the current focus of quality management

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**The Six Sigma Method** 50minutes,2015-09-02 Boost quality and consistency in your business This book is a practical and accessible guide to understanding and implementing the Six Sigma method providing you with the essential information and saving time In 50 minutes you will be able to Follow the DMAIC methodology to successfully implement the Six Sigma method in your company Focus on the three most important factors customers employees and processes Form a strategy that focuses on product quality improvement according to the expectations of your customers ABOUT 50MINUTES COM Management Marketing 50MINUTES COM provides the tools to quickly understand the main theories and concepts that shape the economic world of today Our publications are easy to use and they will save you time They provide elements of theory and case studies making them excellent guides to understand key concepts in just a few minutes In fact they are the starting point to take action and push your business to the next level

**Six Sigma Management** John Cragger, Darcy Lemons, Susan Elliot Blashka, Wesley Vestal,2004-01-01

**Essentials of Lean Six SIGMA** Salman Taghizadegan,2006-06 Six Sigma is a management program that provides tools that help manufacturers obtain efficient stream lined production to coincide with ultimate high quality products Lean Six Sigma will show how the well regarded analytical tools of Six Sigma quality control can be successfully brought into the well established models of

lean manufacturing bringing efficient stream lined production and high quality product readily together This book offers a thorough yet concise introduction to the essential mathematics of Six Sigma with solid case examples from a variety of industrial settings culminating in an extended case study Various professionals will find this book immensely useful whether it be the industrial engineer the industrial manager or anyone associated with engineering in a technical or managing role It will bring about a clear understanding of not only how to implement Six Sigma statistical tools but also how to do so within the bounds of Lean manufacturing scheme It will show how Lean Six Sigma can help reinforce the notion of less is more while at the same time preserving minimal error rates in final manufactured products Reviews the essential statistical tools upon which Six Sigma rests including normal distribution and mean deviation and the derivation of 1 sigma through six sigma Explains essential lean tools like Value Stream Mapping and quality improvement tools like Kaizen techniques within the context of Lean Six Sigma practice Extended case study to clearly demonstrate how Six Sigma and Lean principles have been actually implemented reducing production times and costs and creating improved product quality     The Six Sigma Black Belt Handbook Thomas McCarty,Lorraine Daniels,Michael Bremer,Praveen Gupta,John Heisey,Kathleen Mills,2004-12-10 EXTREME SIX SIGMA A new series that takes Six Sigma to the next level The Six Sigma Operational Methods Series goes beyond simply explaining Six Sigma basics to interested managers these are hard core working tools of statistical methods quantitative and intense aimed at mathematically sophisticated Six Sigma practitioners unwilling to settle for anything less than peak performance in manufacturing and services Written by four instructors from the world renowned Motorola University this handbook provides the tools Six Sigma Black Belts and Master Black Belts need to deal with the most intractable business problems The authors show how to integrate research and development manufacturing human resources finance marketing quality and customer service with corporate vision mission and key strategies Tools for estimating quality project cost on a project by project basis A complete guide to understanding and writing financial reports Methodologies for leading multiple projects Problem solving tools like Design for Six Sigma and TRIZ Contents Strategy Planning for Six Sigma Project Management Performance Reporting Leadership for Six Sigma Organizing for Six Sigma Team Leader s Tools Team Measurement Concepts Corporate Initiatives Six Sigma Lean Thinking Human Resources Management Organizational Alignment Compensation and Recognition Methodology Tools Define Measure Analyze Improve Triz Control Design for Six Sigma Financial Measurements Financial Operational Reporting By Industry Service Transaction Manufacturing Healthcare Human Resources Management     Six Sigma Deployment Cary W. Adams,Praveen Gupta,Charles E. Wilson,2003 Exploring the Six Sigma methodologies and its implementation in various industries this text offers practical information for successful implementation as well as what is needed to plan monitor and steer this business strategy toward success     *The Ten Commandments of Lean Six Sigma* Jiju Antony,Vijaya Sunder M,Chad Laux,Elizabeth Cudney,2019-11-29 Presented from the perspective of practitioners researchers and academics The Ten Commandments of Lean Six Sigma

serves as a practical guide for senior managers and executives who want to achieve operational and service excellence in various manufacturing service and public sector organizations      **Handbook on Continuous Improvement**

**Transformation** Aristide van Aartsengel, Selahattin Kurtoglu, 2013-04-11 This handbook provides a comprehensive and detailed framework for the implementation of Continuous Improvement and Lean Six Sigma in a professional project management environment For this purpose the book brings together Lean Six Sigma and the PMBOK standard for project management It provides an integrated approach which can be used for both transactional and manufacturing businesses to better define ways to reduce costs enhance processes and achieve faster implementation and new product or service development The reader is guided carefully and reliably through the detailed procedures introduced in this book using a comprehensive conceptual and practical well balanced approach      *A Guide to Six Sigma and Process Improvement for Practitioners and Students* Howard S. Gitlow, Richard Melnyck, David M. Levine, 2015 Thousands of companies have discovered the value of Six Sigma in streamlining operations cutting costs improving quality and increasing profitability A Guide to Lean Six Sigma and Process Improvement for Practitioners and Students Second Edition gives green belts black belts champions and students a complete executive framework for understanding quality and implementing Lean Six Sigma Building on the widely praised first edition top Six Sigma experts Howard Gitlow and Richard Melnyck add today's most recent and important lean and process control system applications Step by step they systematically walk you through the five step DMAIC implementation process with detailed examples and many real world case studies You'll find practical coverage of Six Sigma statistics and management techniques and realistic solutions for many common implementation obstacles Coverage includes A realistic overview of Six Sigma Management Six Sigma roles responsibilities and terminology Managing Six Sigma with Dashboards and Control Charts Mastering each DMAIC phase Define Measure Analyze Improve Control Understanding foundational Six Sigma statistics probability probability distributions sampling distributions and interval estimation Testing hypotheses and designing experiments Pursuing Six Sigma Champion or Green Belt Certification and more      Six Sigma Mikel Harry, Ph.D., Richard Schroeder, 2006-03-21 The extraordinary breakthrough management program heralded by GE Motorola and AlliedSignal that is sweeping corporate America with its unprecedented ability to achieve superior financial results Six Sigma is the most powerful breakthrough management tool ever devised promising increased market share cost reductions and dramatic improvements in bottom line profitability for companies of any size The darling of Wall Street it has become the mantra of Fortune 500 boardrooms around the world because it works What is Six Sigma It is first and foremost a business process that enables companies to increase profits dramatically by streamlining operations improving quality and eliminating defects or mistakes in everything a company does from filling out purchase orders to manufacturing airplane engines While traditional quality programs have focused on detecting and correcting defects Six Sigma encompasses something broader It provides specific methods to re create the process itself so that defects



are never produced in the first place Most companies operate at a three to four sigma level where the cost of defects is roughly 20 to 30 percent of revenues By approaching Six Sigma fewer than one defect per 3 4 million opportunities the cost of quality drops to less than 1 percent of sales This is because the highest quality also results in the lowest costs When GE reduced its costs from 20 percent to less than 10 percent it saved a billion dollars in just two years money that goes directly to the bottom line This is the reason Wall Street and corporations as diverse as Sony Ford Nokia Texas Instruments Canon Hitachi Lockheed Martin American Express Toshiba DuPont and Polaroid have embarked on corporate wide Six Sigma programs Six Sigma should be of paramount importance to every forward thinking executive and manager determined to make their company world class in their industry Management Innovation and Big Data Zheng Qin,Yan Li,Yinzhou Yang,2023-04-20 Adhering to the combination of theoretical introduction and practical case introduction this book summarizes the basic concepts and methods in management and big data analysis at home and abroad and introduces a large number of relevant practical cases especially new cases in the Internet era to help readers integrate theoretical knowledge into practical applications The chapters of this book are interrelated and independent of each other making it easy for the reader to study in pieces or to delve deeper into a particular topic of interest Covering an array of theories about management and big data at home and abroad this book lays a solid foundation for being an authentic manager It is organized into sections on decision making organization leadership control innovation and big data to fully dissect and summarize the basic concepts of these characters in management and to show the basic methods that managers can use to solve problems Each section contains a large number of examples to demonstrate how entrepreneurs successfully manage their large companies and overcome the difficulties in the business utilizing the corresponding management functions or big data technology Further in order to adapt to the development of the Internet era this book also absorbs a lot of practice cases of management innovation and big data which have emerged in recent years based on advanced network platform and big data analysis This book puts great emphasis on the innovative function of management adding more comprehensive methods and more updated cases related to the Internet

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