SERVICE QUALITY SIX SIGMA CASE STUDIES

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SUMMARY

This presentation will discuss the effective use of Six Sigma tools to improve several service processes. Each case will cover the following five steps:

- · Define the problem
- Measure the defect
- Analyze the data
- Improve the process
- · Control the process

KEYWORDS

case studies, service, Six Sigma

INTRODUCTION

The following three cases studies from American Express and DuPont employ the Six Sigma methodology for defect reduction using define, measure, analyze, improve, and control. Each will discuss the nature and quantification of the problem and the benefits of resolving the problem. Then, each will describe the analysis done to determine the root cause and evaluate potential solutions to the problem. Lastly, each will discuss control mechanisms used to ensure sustainability and the results achieved.

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Sai Kim, American Express Company

Six Sigma Case Study Report Samples

Elaine Mead, Cameron Stark, Maimie Thompson

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Lean Six Sigma in Service Sandra L. Furterer, 2016-04-19 In real life data is messy and doesn t always fit into normal statistical distributions This is especially true in service industries where the variables are well variable and directly related to and measured by the constantly changing needs of customers As the breadth and depth of tools available has increased across the integrated Lean Six S <u>Lean Six Sigma Case Studies in the Healthcare Enterprise</u> Sandra L. Furterer, 2013-11-26 This book provides a detailed description of how to apply Lean Six Sigma in the health care industry with a special emphasis on process improvement and operations management in hospitals The book begins with a description of the Enterprise Performance Excellence EPE improvement methodology developed by the author that links several methodologies including systems thinking theory of constraints Lean and Six Sigma to provide an enterprise wide prioritization and value chain view of health care The EPE methodology helps to improve flow at the macro or value chain level and then identifies Lean Six Sigma detailed improvements that can further improve processes within the value chain The book also provides real world health care applications of the EPE and Lean Six Sigma methodologies that showed significant results on throughput capacity operational and financial performance The Enterprise Performance Excellence methodology is described and also the Six Sigma DMAIC Define Measure Analyze Improve Control problem solving approach which is used to solve problems for health care processes as they are applied to real world cases The case studies include a wide variety of processes and problems including emergency department throughput improvement operating room turnaround operating room organization CT imaging diagnostic test reduction in an emergency department linen process improvement implementing sepsis protocols in an emergency department critical success factors of an enterprise performance excellence program Søren Bisgaard∏s Contributions To Quality Engineering Ronald J.M.M. Does,Roger W. Hoerl, Murat Kulahci, G. Geoffrey Vining, 2017-05-03 S ren Bisgaard was an extremely productive and insightful scholar of modern industrial statistics and quality engineering He was amazing for both his breadth of interests and the depth of his scholarship S ren was one of the very few people making substantial contributions in so many basic areas in statistics and quality engineering This compilation collects 31 of his works and is divided into four broad areas Design and Analysis of ExperimentsTime Series AnalysisThe Quality ProfessionHealthcare Engineering This book provides a comprehensive coverage of essential statistical methods for the 2k p factorial system and shows the basic principles of time series analysis through examples Furthermore this book presents the connection between the application of the scientific method and quality improvement and it points out the importance of quality improvement to tangible financial results Finally this book explains the seemingly paradoxical idea that we can enhance quality while reducing cost of healthcare Desian for Six Sigma in Product and Service Development Elizabeth A. Cudney, Sandra L. Furterer, 2016-04-19 Real world examples and hands on experience are invaluable resources when learning how to use new methods and tools whether in training or in a

classroom Yet there are very few books on Design for Six Sigma DFSS that provide the practical knowledge required to be up and running quickly Until now Design for Six Sigma in Product and Service Dev Six Sigma and Beyond D.H. Stamatis, 2002-09-25 In this volume of the Six Sigma and Beyond series quality engineering expert D H Stamatis focuses on how Statistical Process Control SPC relates to Six Sigma He emphasizes the why we do and how to do SPC in many different environments The book provides readers with an overview of SPC in easy to follow easy to understand terms The author reviews and explains traditional SPC tools and how they relate to Six Sigma and goes on to cover the use of advanced techniques In addition he addresses issues that concern service SPC and short run processes explores the issue of capability for both the short run and the long run and discusses topics in measurement Visual Six Sigma Ian Cox, Marie A. Gaudard, Mia L. Stephens, 2016-06-27 Streamline data analysis with an intuitive visual Six Sigma strategy Visual Six Sigma provides the statistical techniques that help you get more information from your data A unique emphasis on the visual allows you to take a more active role in data driven decision making so you can leverage your contextual knowledge to pose relevant questions and make more sound decisions You ll learn dynamic visualization and exploratory data analysis techniques that help you identify occurrences and sources of variation and the strategies and processes that make Six Sigma work for your organization The Six Sigma strategy helps you identify and remove causes of defects and errors in manufacturing and business processes the more pragmatic Visual approach opens the strategy beyond the realms of statisticians to provide value to all business leaders amid the growing need for more accessible quality management tools See where why and how your data varies Find clues to underlying behavior in your data Identify key models and drivers Build your own Six Sigma experience Whether your work involves a Six Sigma improvement project a design project a data mining inquiry or a scientific study this practical breakthrough guide equips you with the skills and understanding to get more from your data With intuitive easy to use tools and clear explanations Visual Six Sigma is a roadmap to putting this strategy to work for your company The Nonprofit Outcomes Toolbox Robert M. Penna, 2011-04-04 An invaluable guide to the outcome based tools needed to help nonprofit organizations increase their effectiveness The Nonprofit Outcomes Toolbox identifies stages in the use of outcomes and shows you how to use specific facets of existing outcome models to improve performance and achieve meaningful results Going beyond the familiar limits of the sector this volume also illustrates how tools and approaches long in use in the corporate sector can be of great analytical and practical use to nonprofit philanthropic and governmental organizations An outstanding resource for organizational and program leaders interested in improving performance there is nothing else like this work currently available Shows how to identify and set meaningful sustainable outcomes Illustrates how to track and manage with outcomes Offers guidance in assessing capacity and using outcome based communications Features a companion Web site with the tools found in this book Providing the tools and explanations needed to achieve program success this book is a complete resource for the nonprofit governmental or philanthropic

professional striving for greater effectiveness in programs or organizations Primer of Public Relations Research Don W. Stacks, 2016-10-10 Thousands of public relations PR students and professionals have relied on this authoritative text to understand the key role of research in planning and evaluating PR campaigns Revised and expanded to reflect today s emphasis on standards based practice the third edition has a heightened emphasis on setting baselines creating benchmarks and assessing progress Stacks presents step by step guidelines for using a wide range of qualitative and quantitative methods to track output outtakes and outcomes and shows how to present research findings clearly to clients Every chapter features review questions and a compelling practice problem PowerPoint slides for use in teaching are provided at the companion website Instructors requesting a desk copy also receive a supplemental Instructor's Manual with a test bank suggested readings and case studies New to This Edition Chapter on standardization moving beyond the prior edition s focus on best practices Chapter on different types of data sets with attention to the advantages and disadvantages of using Big Data Addresses the strategic use of key performance indicators Covers the latest content analysis software Pedagogical Features Each chapter opens with a chapter overview and concludes with review questions End of chapter practice problems guide readers to implement what they have learned in a PR project Appendix provides a dictionary of public relations measurement and research terms Supplemental Instructor's Manual and PowerPoint slides Animal-based Studies Penny S. Reynolds, 2023-08-29 A Guide to Sample Size for Animal based Studies Understand a foundational area of experimental design with this innovative reference Animal based research is an essential part of basic and preclinical research but poses a unique set of experimental design challenges. The most important of these are the 3Rs Replacement Reduction and Refinement the principles comprising the ethical framework for humane animal based studies However many researchers have difficulty navigating the design trade offs necessary to simultaneously minimize animal use and produce scientific information that is both rigorous and reliable A Guide to Sample Size for Animal based Studies meets this need with a thorough accessible reference work to the subject This book provides a straightforward systematic approach to rightsizing animal based experiments with sample size estimates based on the fundamentals of statistical thinking structured research questions variation control and appropriate design of experiments The result is a much needed guide to planning animal based experiments to ensure scientifically valid and reliable results This book offers Step by step guidance in diverse methods for approximating and refining sample size Detailed treatment of research topics specific to animal based research including pilot feasibility and proof of concept studies Sample size approximation methods for different types of data binary continuous ordinal time to event and different study types description comparison nested designs reference interval construction and dose response studies Numerous worked examples using real data from published papers together with SAS and R code A Guide to Sample Size for Animal based Studies is a must have reference for preclinical and veterinary researchers as well as ethical oversight committees and policymakers Health Program Planning and Evaluation: A

Practical, Systematic Approach for Community Health L. Michele Issel, Rebecca Wells, 2017-08-03 Health Program Planning and Evaluation Fourth Edition carefully walks the reader through the process for developing implementing and evaluating successful community health promotion programs Featuring reader friendly accessible language and practical tools and concepts this outstanding resource prepares students and professionals to become savvy consumers of evaluation reports and prudent users of evaluation consultants Radiology Noninterpretive Skills: The Requisites eBook Hani H Abujudeh, Michael A. Bruno, 2017-05-07 Part of the highly respected Requisites series Radiology Noninterpretive Skills by Drs Hani H Abujudeh and Michael A Bruno is a single volume source of timely information on all of the non imaging aspects of radiology such as quality and safety ethics and professionalism and error management in radiology Residents and radiologists preparing for the boards and recertification will find this book invaluable as well as those practitioners wanting to broaden their knowledge and skills in this increasingly important area Offers a readable and concise introduction to the essential noninterpretive skills as defined by the IOM ACR and other national organizations Covers what you need to know about quality and safety leadership and management health economics legal business ethics and professionalism statistical tools error reporting and prevention evidence based imaging health IT and internet applications Image Wisely and Imaging 3 0 ACR initiatives legal issues and malpractice current and future payment models in radiology and much more Summarizes key information with numerous outlines tables pearls and boxed material for easy reference Provides comprehensive coverage of key milestones in training identified by the Accreditation Council for Graduate Medical Education ACGME Fills an important gap for those preparing for the current MOC and ABR exams covering the many topics touched upon in a major section of the examinations Brings together in one source the experience of leading national experts and a select team of expert contributors Expert ConsultTM eBook version included with purchase This enhanced eBook experience allows you to search all of the text figures Q As and references from the book on a variety of devices Mechanical Tolerance Stackup and Analysis, Second Edition Bryan R. Fischer, 2011 Use Tolerance Analysis Techniques to Avoid Design Quality and Manufacturing Problems Before They Happen Often overlooked and misunderstood tolerance analysis is a critical part of improving products and their design processes Because all manufactured products are subject to variation it is crucial that designers predict and understand how these changes can affect form fit and function of parts and assemblies and then communicate their findings effectively Written by one of the developers of ASME Y14 5 and other geometric dimension and tolerancing GD T standards Mechanical Tolerance Stackup and Analysis Second Edition offers an overview of techniques used to assess and convey the cumulative effects of variation on the geometric relationship between part and assembly features The book focuses on some key components it explains often misunderstood sources of variation and how they contribute to this deviation in assembled products as well as how to model that variation in a useful manner New to the Second Edition Explores ISO and ASME GD T standards including their similarities and differences Covers new concepts and

content found in ASME Y14 5 2009 standard Introduces six sigma quality and tolerance analysis concepts Revamps figures throughout The book includes step by step procedures for solving tolerance analysis problems on products defined with traditional plus minus tolerancing and GD T This helps readers understand potential variations set up the problem achieve the desired solution and clearly communicate the results With added application examples and features this comprehensive volume will help design engineers enhance product development and safety ensuring that parts and assemblies carry out their intended functions It will also help manufacturing inspection assembly and service personnel troubleshoot designs verify that in process steps meet objectives and find ways to improve performance and reduce costs Management for Mobility Engineers: Principles and Case Studies Angelo Mago, 2020-03-17 Project Management for Mobility Engineers Principles and Case Studies provides the latest training workshops and support consultation to Design and Development companies to optimize their New Product Development NPD strategies organizational structures and Design Document Management Systems to respond to the fast paced and ever evolving demands and challenges facing today International Examples of Lean in Healthcare Elaine Mead, Cameron Stark, Maimie s mobility companies Thompson, 2022-12-14 Typically entrenched and systemic healthcare problems require the sort of comprehensive solutions that can only be addressed by a change in culture and a shift in thinking Organizations around the world are using Lean to redesign care and improve processes in a way that achieves and sustains meaningful results for patients staff physicians and health systems This book demonstrates how honest appraisal intelligent planning and vigilant follow up have led to dramatic improvements in a variety of healthcare settings across the world It teaches us how innovative organizations can find sustainable solutions to seemingly intractable problems by following a path guided by Lean Thinking Lean methods may not solve every healthcare problem but as these cases prove changing a culture rather than personnel results in more effective sustainable change This multi authored book provides expert descriptions of Lean methods and their application in healthcare written by the people who developed and tested the methods in healthcare settings Each chapter brings together a description of the technique or approach with examples of application in practice from the author's own practice Authors use an engaging approach to their narrative with examples from their personal experience or engagement being described to illustrate the practical application of theoretic approaches In painting a picture of the environment in which these tools and techniques have been applied readers will understand the transferability to their own workplace environment This will be an opportunity to tell real stories of the application of Lean in healthcare and give readers the opportunity to learn from people from across the world on subjects on which they are acknowledged topic experts based on day to day Lean practice

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