

Harvard Case Study

Questions:

1. What is the issue now confront McCrea and the foundations team? What critical opportunities should the team consider at this stage of the project?
2. Asses the pilot result in terms of the statistical significance of the improvements seen via the implemented changes. What should the teams say to project sponsor Dr. Hamilton and to project champion Dr. Elbridge, about the results?
3. What is the current environment at AMH? What are the obstacles to AMH adopting Six Sigma?
4. Was the foundation team effective, why?
5. Based upon what you know of the project result, limitations, and key stakeholders, what would you recommend as the next step for McCrea in her role as black belt of the ED Wait Time Project? What strategies would you offer to ensure her success as a black belt?