

Business Process Improvement Project

Project Selection Criteria:

Select an issue or opportunity that can be written as a problem statement.

- Must be within your sphere of influence.
- Is not an attempt to solve world hunger.
- Uses data that is accessible to you or can be collected in a reasonable amount of effort/time.
- You have the ability to measure the current and future state. You have access to baseline data or can collect it.
- Preferably uses more continuous data (rather than all discrete data).
- Fixing this problem will provide value. You should develop a business case to support working this issue (consider your time and others when calculating ROI.)

Examples:

- Improve product quality
- Reduce expenses
- Improve the output of your organization
- Decrease wait time

Problem Definition Worksheet - Complete each section below:

A) Problem Statement: Define your problem. What pains are you (or your customers, family, clients, etc.) experiencing? What is broken, wrong or not working? How do you know that you have a problem? What is telling you this? What is your **evidence**?

B) Business Impact: Why should you fix this problem? What is the estimated benefit for solving this problem? What is this problem worth in **dollars**? How will you measure success? What is your key output (y)?

C) Goals: What are your improvement objectives, **goals** or targets? How much “better” do you want to be? **Quantify** this goal.

D) Project Scope: What are your boundaries? What is the first step and last step of the process you need to **fix**? What is **not** within your scope?

E) Team: Who is the process owner/champion? Who do you need to work with or involve to analyze and/or impact this process?

F) Project plan:(very high-level): Estimate **time (or date)** per DMAIC step. Develop a rough timeline.

G) Process Map: What are the steps in the process you are trying to fix? Document the flow of process steps (of the process you are working to improve). This should be a high-level flow chart.