

# Lean Six Sigma White Belt Project

## Improving Service Request Processing Time in Operations Management

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Domain: Operations Management

Level: Lean Six Sigma White Belt

### 1. Introduction

Operations management focuses on improving efficiency, reducing delays, and ensuring smooth process flow. This project applies Lean Six Sigma White Belt concepts to reduce processing time in a service-based operational process.

### 2. Problem Statement

The service request handling process experiences delays due to manual steps, lack of prioritization, and absence of standard procedures.

### 3. Objective

- Reduce service request cycle time
- Identify operational waste
- Improve process flow using Lean principles

### 4. Scope of the Project

The project is limited to internal service request processing in a service organization and focuses on time and efficiency improvement.

### 5. SIPOC Diagram

Supplier	Input	Process	Output	Customer
Internal teams	Service request	Review & process	Completed request	Departments
Operations staff	Resources	Execution	Service delivery	Management

### 6. Measure Phase

Stage	Average Processing Time
Before improvement	5 days
After improvement	3 days

### 7. Analyze Phase

Root causes identified include lack of request prioritization, manual approvals, unclear role responsibilities, and poor tracking mechanisms.

### 8. Improve Phase

- Introduced request categorization and prioritization
- Standard operating procedure (SOP) created
- Centralized tracking using Excel
- Clear responsibility assignment

### 9. Control Phase

- Weekly monitoring of processing time
- Regular SOP review
- Periodic performance checks

### 10. Results Achieved

The average processing time was reduced from 5 days to 3 days, resulting in improved operational efficiency and faster service delivery.

## **11. Conclusion**

This Lean Six Sigma White Belt project demonstrates how basic operational improvements can significantly enhance process efficiency. The project highlights the importance of Lean thinking in operations management.