
Week 2 Presentation

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This Week's Content

- LinkedIn Learning
- Readings
- Workflow Diagram
- Class Work

LinkedIn Learning

In this week's LinkedIn Learning course, we learned about the value of IT help desks and similar positions and how they contribute to BPI.

- They gather feedback from customers to get a better understanding of customers thoughts.
- IT help desks troubleshoot areas that customers struggle with and identify places where the process may not be easy.
- The ability to identify areas of improvement from feedback and issues of customers.

Readings on Methodologies

This week, we had readings over Process Improvement Methodologies such as Six Sigma, DMAIC, Lean, 5 Whys, etc. These methodologies are great processes to use in business and real-life scenarios. Over the next couple slides I will highlight a few of the methodologies.

Six Sigma

Six Sigma is a methodology that is intended to minimize the variation of the final product. A product is considered optimized if the defects is less than 3.4 per 1,000,000 on average.

- **Define:** Define the goals, internal and external, of the project. Identify the needs of the client and what they are trying to accomplish.
- **Measure:** The importance of collecting large amounts of data in order to determine the types of metrics and defects.
- **Analyze:** Focuses on the analysis of the isolated causes. There should be no more than 3 causes. It aims to clearly define the root of the problem.
- **Improve:** In this step, we want to introduce our solutions to the problem. The hope is to eliminate or reduce the problem.
- **Control:** The improvements need to be sustained without supervision in order for Six Sigma to work.

5 Whys Analysis

5 Whys Analysis is great for finding the root of problems, whether it being everyday scenarios or for BPI. It is said that we can find the root of any problem by asking and answering 5 Why questions. In my discussion post, I used an example of a vehicle not starting.

- **Why isn't it starting?**

1. The battery is dead.

- **Why is the battery dead?**

2. It's because the alternator isn't working properly.

- **Why isn't the alternator working properly?**

3. The alternator is broken.

- **Why is the alternator broken?**

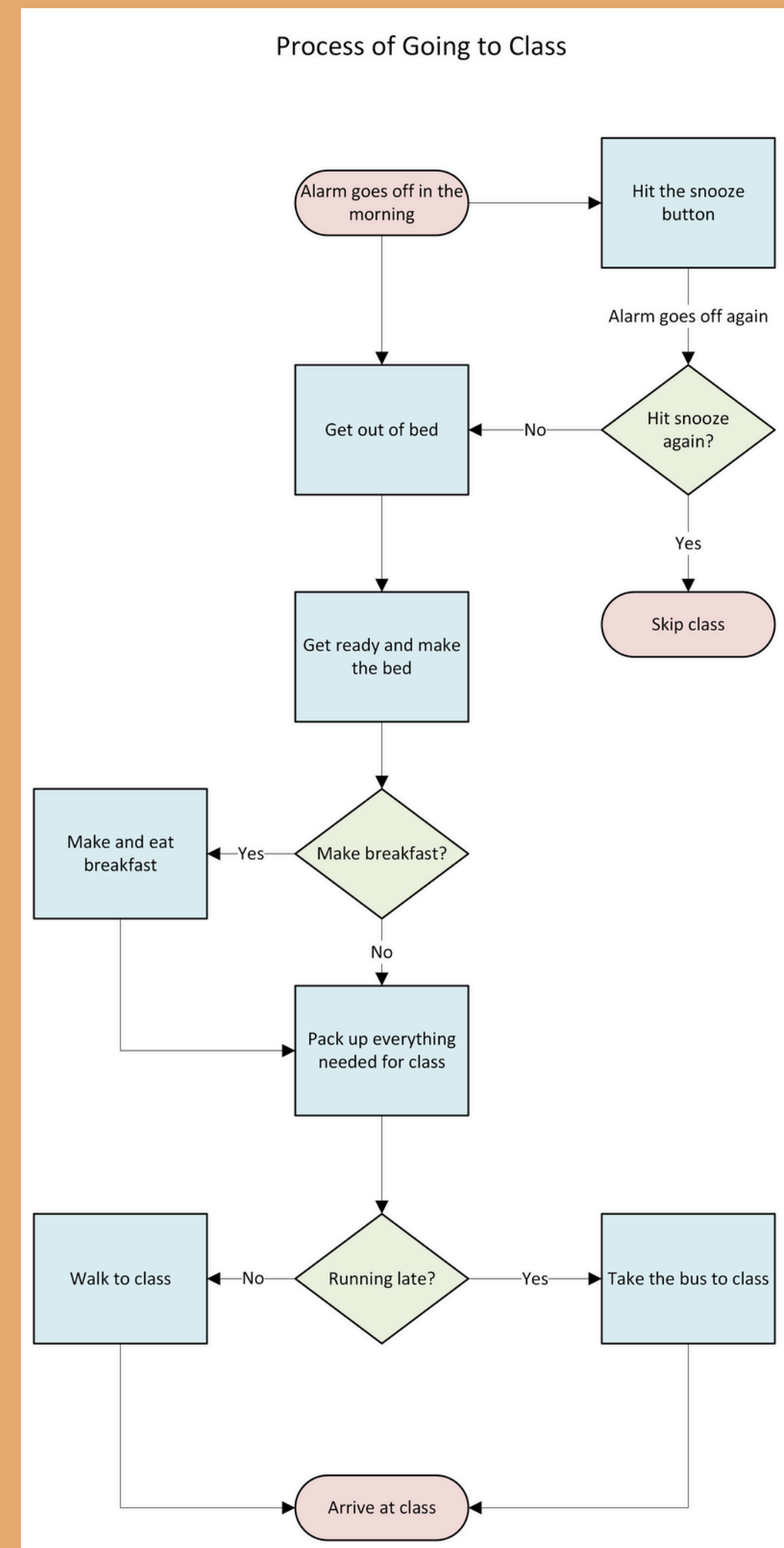
4. The alternator has been worn out too much and hasn't been repaired.

- **Why hasn't the alternator been repaired?**

5. The vehicle has not followed the recommended service schedule.

Workflow Diagram

A workflow diagram on the process of waking up in the morning and going to class.



Class Work

In this week's work for BTW-199 and ATLAS internship canvas courses, we had assignments that focused on meeting participation, resume building, and job search.

For my meeting participation, I hope to be more proactive in my participation, use positive body language, and make thoughtful remarks to further the conversation.

In resume building, we updated our internship position onto our new, updated resume.

For our job search, we were tasked with finding a job description we wanted to do personally and create a list of skills we had for the job and skills we need to learn.