

Project Summary Report

Project Title: Power BI Dashboard Development Process Optimization

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Executive Overview

This project applies Lean Six Sigma principles to analyze and improve the Power BI dashboard development process within a Business Intelligence (BI) team.

The goal is to reduce dashboard delivery time, minimize rework, and enhance stakeholder satisfaction through data-driven process standardization and workflow improvement.

Problem Statement

The BI team's dashboard development cycle currently averages 45 days from requirements to deployment—30% longer than the industry benchmark of 32 days.

Additional findings:

- Rework rate: 15%, adding approximately 7 days per project
- Stakeholder satisfaction (NPS): 6.2 / 10
- Estimated annual cost: €50,000 in lost productivity and delayed insights

These inefficiencies reduce responsiveness to business needs and limit timely decision-making.

Business Case

Improving the dashboard development process supports faster insights, better decision-making, and higher efficiency.

- Target: Reduce cycle time to 32 days (-29%)
- Estimated savings: €40,000 per year
- Sigma improvement: From 2.8 to 3.5
- Stakeholder NPS target: 8.5 / 10
- On-time delivery target: 90%

Objectives

Metric	Baseline	Target	Goal Date
Dashboard Cycle Time	45 days	32 days	Q8, 2026
Work Rate			Q8, 2026
Stakeholder NPS	10	10	Q8, 2026
On-time Delivery			Q8, 2026
Requirements Approval Time	45 days	32 days	Q8, 2026

Methodology

DMAIC Framework:

- Define: Problem statement, charter, scope, stakeholder mapping
- Measure: Process mapping, SIPOC, data collection plan, baseline analysis
- Analyze: Identify and validate root causes of delays and rework
- Improve: Recommend standard templates, workflows, and Agile practices
- Control: Future phase to monitor KPIs and sustain improvements

Tools and Techniques:

Power BI, Excel, JIRA, SharePoint, process mapping, hypothesis testing, and Six Sigma templates.

Key Findings

- Requirements gathering takes 12 days versus a 5-day benchmark due to lack of standardized templates and multiple review cycles.
 - Approval workflows lack defined ownership and turnaround times, creating unnecessary delays.
 - 15% of projects experience rework during UAT, adding an average of 7 days to the timeline.
 - Kickoff scheduling delays of about 5 days further extend project duration.
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Recommendations

1. Implement standardized requirements templates to reduce iteration cycles.
 2. Introduce automated approval workflows with defined SLAs.
 3. Adopt Agile sprint cycles for iterative dashboard delivery.
 4. Use a “Ready for UAT” checklist to ensure complete requirements before testing.
 5. Build a BI process monitoring dashboard to track KPIs such as cycle time, rework rate, and satisfaction.
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Expected Outcomes

- Reduction in dashboard cycle time by 29%
 - 60% decrease in rework frequency
 - Increase in stakeholder satisfaction from 6.2 to 8.5
 - Improved on-time delivery performance (65% to 90%)
 - Annual savings of approximately €40,000
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Lessons Learned

- Clearly defined, data-driven problem statements ensure focused improvement.
 - Cross-functional collaboration reveals hidden inefficiencies in workflows.
 - DMAIC methodology provides a structured, measurable approach to process improvement.
 - Data-backed evidence enhances credibility and stakeholder support for change initiatives.
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Author

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Business Intelligence and Process Improvement

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