High performance. Delivered.

Six Sigma Yellow Belt

'**Automate cleanup of old transaction data to get rid of space issue in dev environment**'

accenture

Roles & Responsibilities

Define → Measure → Analyze → Improve → Control

Role	Name	Responsibility
Sponsor	Tamal Bhattacharya	MMS CIO
MBB	Pradeep Senapati	Final Signoff as required
Black Belt	Prashant Swaroop	Review & Approve Project
Champion	Soumya Venkatraman	Support & guide YB
Project Lead (YB)	Radhika Sood	Lead the initiative, Accountable for the Project

Project Details

| Define | Measure | Analyze | Improve | Control |

Business Domain/Industry	IDC - CIO	Client Name	Accenture
Engagement ID (DMS/MDART)	10023	Project Name (EBS)	40101 - MMS
Project ID (DMS/MDART)	53688	Team Size	50

Client information	Accenture is the client. The project falls under CIO.
Engagement overview	Manage mySales(MMS) is a large enterprise application Salesforce platform-as-a-service, consolidating Sales Cloud, Marketing Cloud and Wave Analytics together with 25K+ users spread across 50+ countries

Project Charter

Define → Measure → Analyze → Improve → Control

Business Case

Manage mySales is an Enterprise application, using the Salesforce platform-as-a-service, consolidating Sales Cloud, Marketing Cloud and Wave Analytics together.

It is Accenture's internal project.

As part of development team, I need to create new records (Opportunities, Campaigns, Accounts) on daily basis for research and analysis of bugs and requirements.

We need to do testing as well, for that we need to create new records all the time

So, the dev sandbox has limited storage of 200 MB, and the daily activity can lead to storage space issue.

Due to limited space in Dev environment (200 MB) many times we get 'Storage limit exception' and users cannot add any records further.

Time Consumed:

The deletion of records from the dev environment on average takes 01 hours daily (5 hours a week)

Impact:

• 'Storage limit exception' will not allow the stakeholders to save any records, which will lead to increase in wait time.

Problem Statement

Stakeholders have to manually delete the records consuming 5 hours every week. This has been observed from last 6 months from sep'17 – Dec'17'.

Month Effort: 20 hours
Annual Effort: 240 hours

Goal Statement

To reduce the database deletion effort by 95% by Jan, 2018
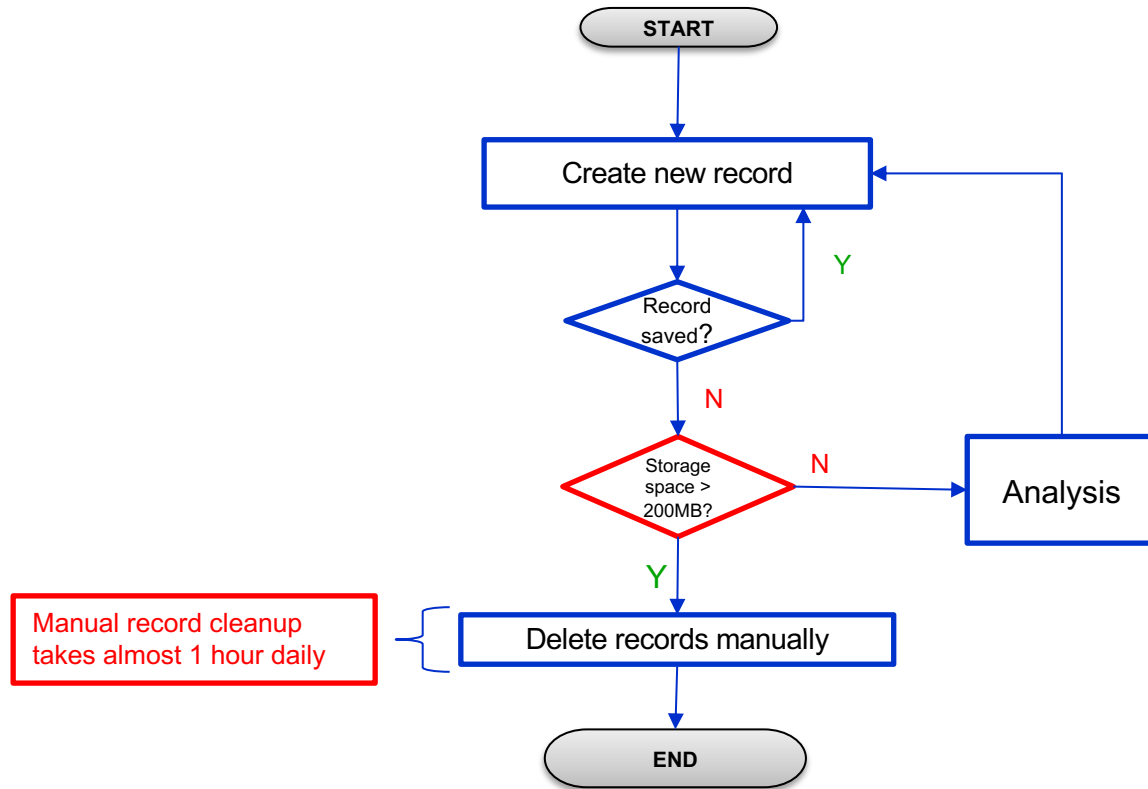
In- scope:

In – All objects.
Out – NBM

Metric impacted:
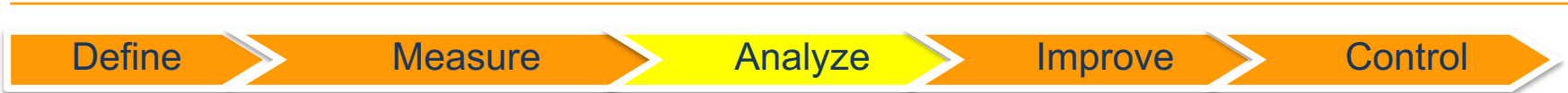
Average database deletion effort

"AS-IS" Pre-Improvement – Flow Chart

Define	Measure	Analyze	Improve	Control

Choose 'Insert > Illustrations > Shapes > Flowchart' menu to create process flowchart

START

Create new record

Record saved? Y

N

Storage space > 200MB? N → Analysis

Y

Delete records manually

Manual record cleanup takes almost 1 hour daily

END

Analysis

Define	Measure	Analyze	Improve	Control

- ## Insert "5-Why" Analysis

Team has to spend on average 20 hours monthly on the database deletion activity.

Why ?

Because dev sandbox has limited space of 200MB only

Why ?

Team gets a storage exception for 'storage limit exception' which does not allow users to add new records
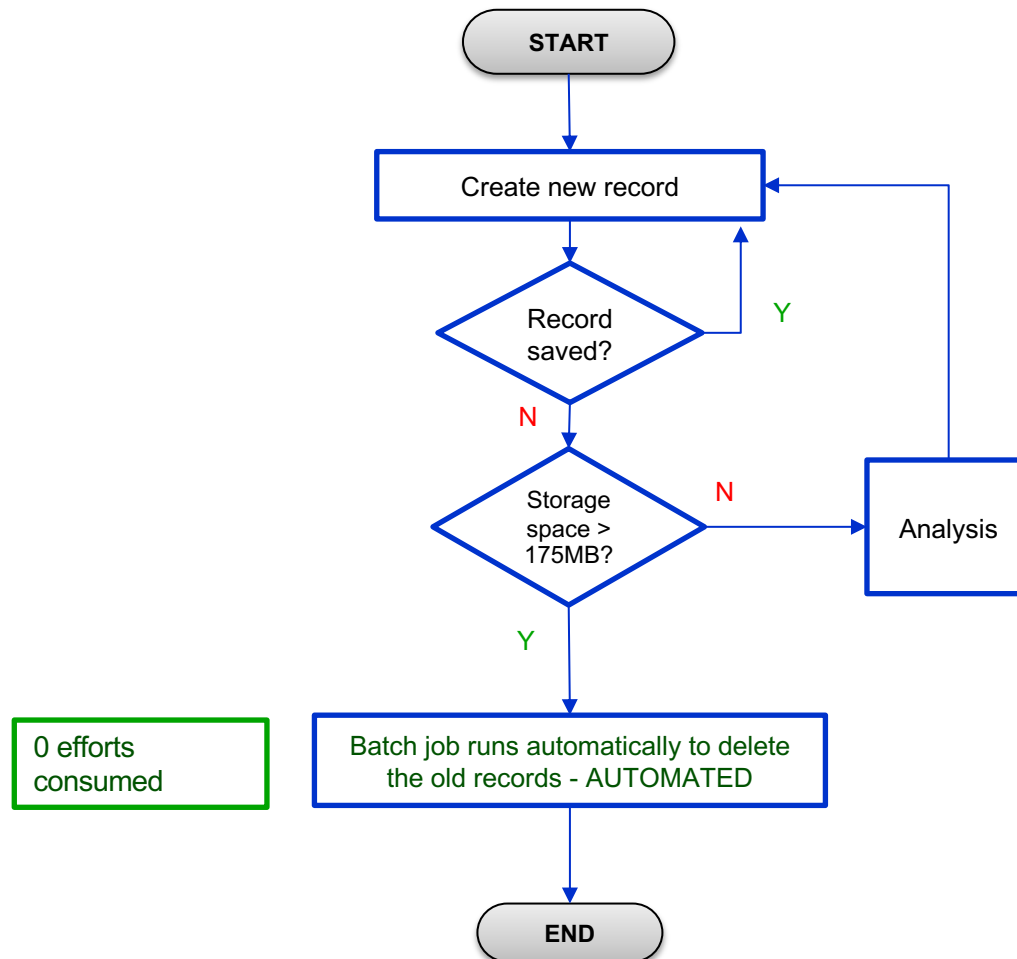
Why ?

There is no existing functionality to automatically delete the records

Post-Improvement - Flow Chart
Choose 'Insert > Illustrations > Shapes > Flowchart' menu to create process flowchart

Define → Measure → Analyze → Improve → Control

START

Create new record

Record saved? — Y

N

Storage space > 175MB? — N → Analysis

Y

0 efforts consumed

Batch job runs automatically to delete the old records - AUTOMATED

END

Improvement Plan & Implementation

Define	Measure	Analyze	Improve	Control

Sr. No	Issues	Solution Identified	Detail Activity	Intended outcome	Owner
1	If the storage space occupied by objects exceeds the sandbox memory, then users get the exception 'Storage limit exception' and are not able to add new records	Created new functionality to automatically delete records from any object (selected by stakeholders), thus reducing manual effort.	Using this no effort is required from the user in deletion of records, batch job will itself run and take care of the deletion of records. 1.Created a class "Check_Available_Space" to calc the threshold value, measure the storage space used by the objects and call the batch class. 2.Created a class "Clean_Old_Transaction_ Data" which deletes the old transactional data for certain time range.	Batch job automatically deletes the old records.	Radhika Sood

Improvement Plan & Implementation:
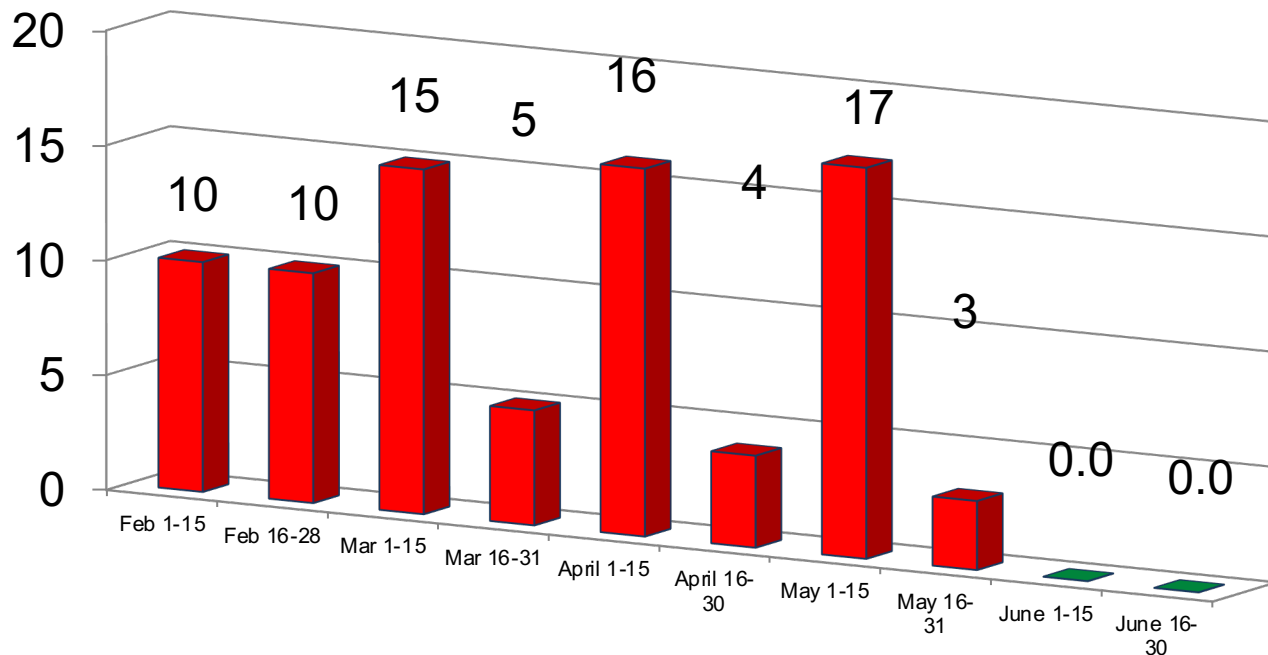
Define ➤ Measure ➤ Analyze ➤ Improve ➤ Control

'Improved data & Pre-Post Improvement Comparison'

Effort Count in saving the record
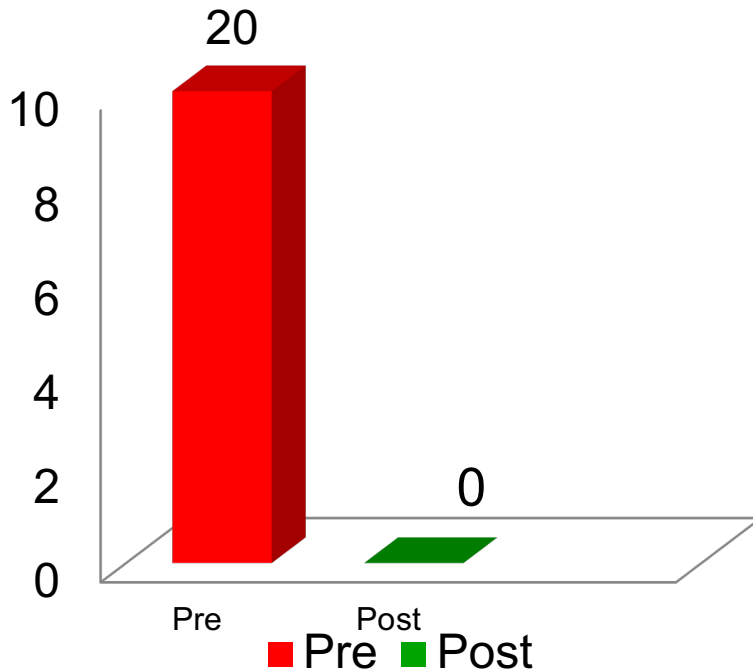
BEFORE IMPLEMENTATION

AFTER IMPLEMENTATION
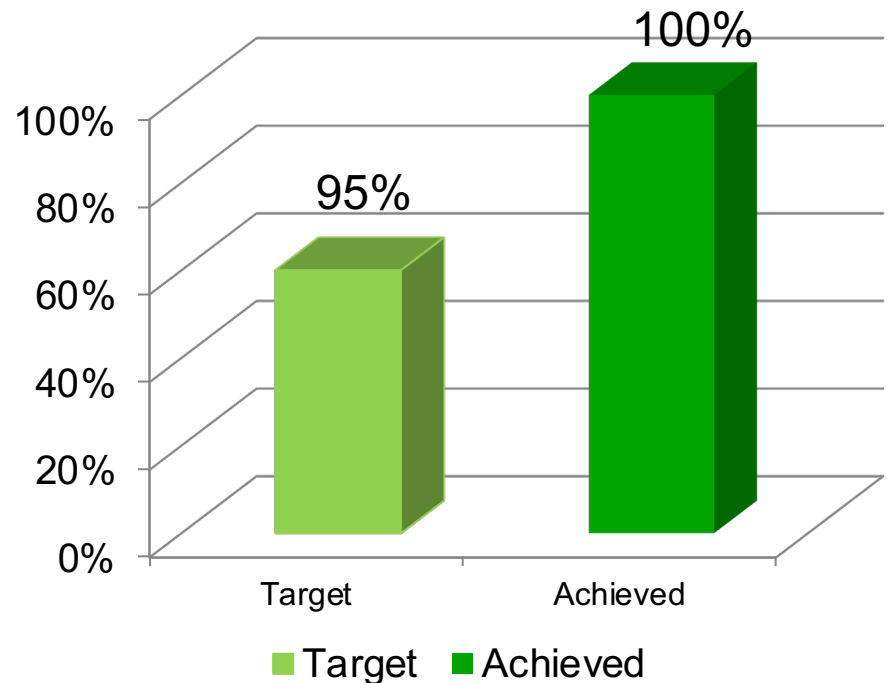
Improvement Plan & Implementation

Define ➤ Measure ➤ Analyze ➤ Improve ➤ Control

'Improved data & Pre-Post Improvement comparison'

Effort Reduction(Hours/Month):

Effort Reduction(Target➔Completion):

10

Control phase

Define ▸ Measure ▸ Analyze ▸ Improve ▸ Control

'Control Chart'

Sr. No	Solution Identified	Control Measures	Reviewer	Frequency	Remarks
1.	Created new functionality to automatically delete records from any object (selected by stakeholders), thus reducing manual effort.	1. Provided a demo to the development team and created a ppt 2. Only dev team has the rights to make changes.	kavitha.s.hegde	6 months	NA

Benefits

Define	Measure	Analyze	Improve	Control

Tangible Benefits (if any)   Client benefit

Step		Per Month	Per Annum
1	Pre improvement effort	20	240
2	Post improvement effort	0	0
3	Gross man hour savings (Step1-2)	20	240
4	One time effort spent on the implementing the improvements		68
5	Net annual saving in man hours		172
6	Billing rate per Hour *(Update $ rate as applicable)*		$60
7	Annual expected business value savings (Step5*6)		$103200
8	**Client Savings**		**$103200**

Intangible Benefits (soft savings) to IDC or client

Sr. No.	
1	Exception will not be generated and space will be reclaimed automatically
2	User will be able to add the records easily

Note :
•Annual benefit can be derived out of saving opportunity costs (eg., reducing lead time, productivity savings etc., in addition to hard dollar savings
•Cost should include salary cost, overhead cost, indirect cost , opportunity cost, etc.