Lean Six Sigma Green Belt Certification Course

simplilearn

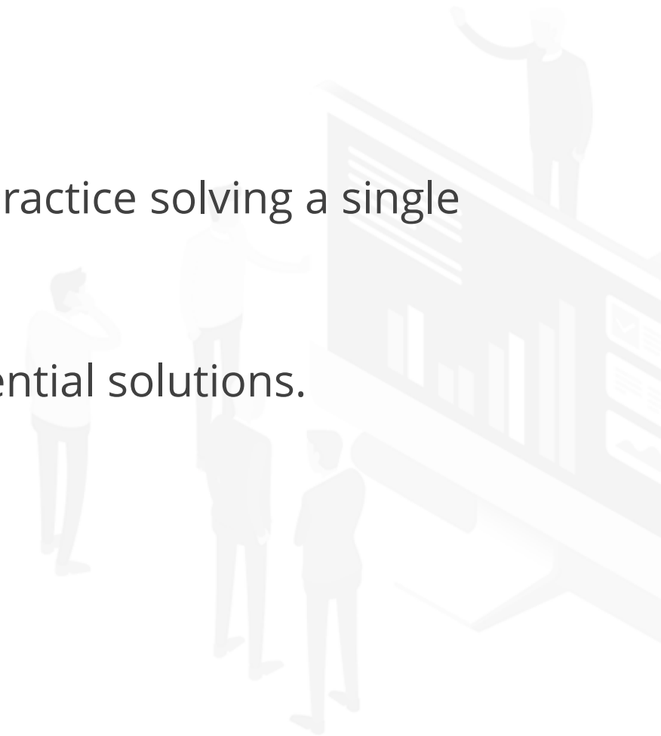
Project: Control Phase

Control Phase

This case study is a project simulation. As we complete each Phase of the DMAIC (Define, Measure, Analyze, Improve, and Control) process, different aspects of the case study will be presented to you. You will be given background information, instructions, data sets, project updates, and all necessary information to work through each step of the project and answer questions.

Note:
You will be using only some of the DMAIC tools and techniques in the case study to practice solving a single problem.

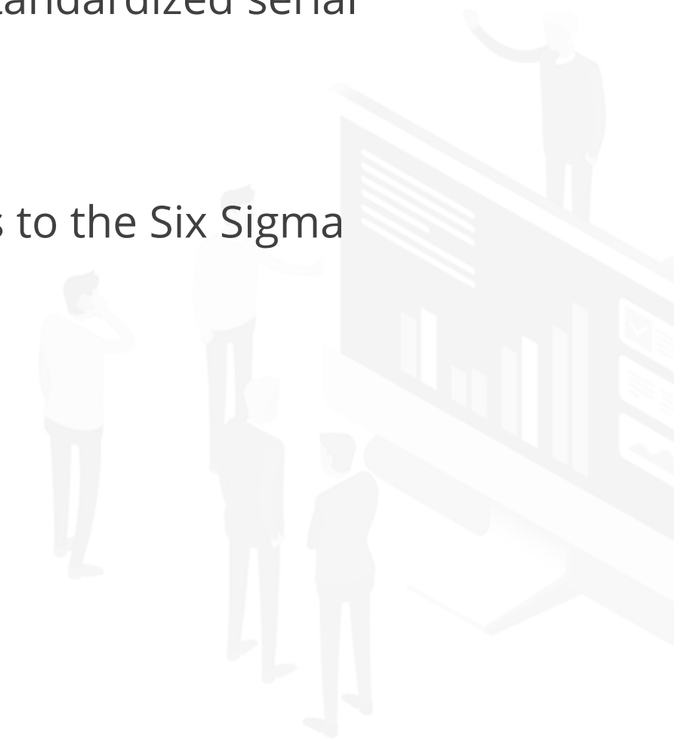
The provided solutions are not the “perfect” answers; they are only one of many potential solutions.



Project Update

Your team has completed the Define, Measure, Analyze, and Improve phases. In the Improve phase a few quick wins were identified such as process automation and creating a more standardized serial number creation system. The process Sigma Level improved from 2.146 to 3.035.“

After completing the Improve tollgate with the project Champion, the team moves to the Six Sigma Phase: the Control phase.



Project Update: Control Plan

The team and the process owners began work on the control plan.

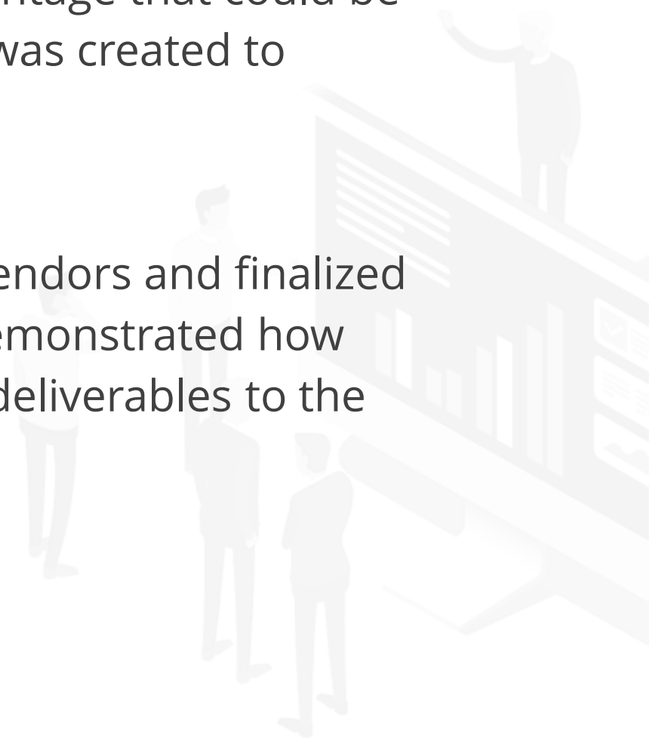
They started with a template as shown here:

	What is measured	Measurement Frequency	Measurement Method	Who Measures	Response Action	Timeline	Owner
Y							
X1							
X2							

Project Update: Control Plan

- Along with creating a control plan for accountability, the team created reports that the process stakeholders would have to generate each month to ensure the process stays in control. The FMS report will show the number of matching and non-matching forklifts in a percentage that could be compared with that of previous months. Also, a Non-Match Resolution report was created to investigate discrepancies between fleet reports and invoices.

- The team also communicated the new serial number policy internally and to vendors and finalized all project documentation. At the Control Tollgate Review meeting, the team demonstrated how control was handed over to the process owners and presented the remaining deliverables to the Project Champion.



Control Phase Questions

1. What should be the main objective or outcome from the Control Phase?
2. What is accomplished by identifying “Who Measures” in the control plan?
3. What is an effective method for maintaining accountability for process control?

Control Phase Answers

1. The main objective of the Control Phase is to ensure the improvements are maintained well after the project is over.
2. By identifying Who Measures in the control plan, accountability is established and ensures the task will be completed.
3. An effective method for maintaining accountability for process control is to document a response action plan for out-of-control scenarios and have someone assigned to take action if an issue occurs.