**Lean Six Sigma**

**April 2023 Examination**

**Q1. List the various activities of DMAIC along with tools for conducting business process improvements for any 1 manufacturing organization. Make a list of any 5 process audits that can be used in a car manufacturing company and explain at least 2 such audits. (10 Marks)**

**Ans 1.**

**Introduction**

Access the problem, the opportunity for improvement, development activity, customer requirements, and assignment goals-project charter to define the scope, focus, motivation, and direction. Voice of the consumer to understand remarks from future and present customers, suggest offerings and pride, satisfy and dissatisfy them. Price stream map to provide an overview of the whole method, initiating and finishing on the purchaser, and evaluating what is wanted to meet consumer demands.

DMAIC is a popularly used methodology that is basic to lean six sigma. Lean Six Sigma is a

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**Q2. Imagine yourself to be a six-sigma project leader in quick service restaurant. Create a fishbone diagram for the problems (any 5) being faced by any quick service restaurant order taking counter and explain the steps involved in the Failure Mode Effective Action (FMEA) with an example for each step. (10 Marks)**

**Ans 2.**

**Introduction**

A fishbone diagram may be described as an Ishikawa diagram or effect. A cause diagram is a tool or a detail used to visualize all the practical reasons for an issue to discover the root problems. The fishbone diagram allows one to group these causes and provides a framework to show them. When carried out rightly, it ensures that we cope with the actual motive of the problem and no longer execute a simple solution.

The fishbone diagram became provided with its name because of its similarity to a fish's

**Q3. A large retail bank in Indian is looking to hire staff for expanding operations. Many hiring managers have grumbled that the HR dept. is not recruiting staff fast enough and HR director has been informed by top management to improve upon the hiring process. HR director came to know that you and few other staff members have completed a Lean Six Sigma course and he/she appoints you as the team lead to analyze the recruitment and hiring process. The HR department does the sourcing of candidates themselves and only occasionally works with external recruitment agencies on an ad-hoc basis. The Bank does not have a HR IT system to manage the hiring process. Email is the main means of communications.**

**a. Relate your understanding of how a new staff member is recruited from the time when a hire request is received by HR to the point when the employment contract is signed by the selected candidate using the SIPOC diagram for a typical recruitment process as an example. (5 Marks)**

**Ans 3a.**

**Introduction:**

A recruitment system may be described as an activity consisting of all the steps that get us from the job description to the offer letter- regarding the initial utility, interview or screening, face-to-face screening, evaluation, background checks, and all aspects essential to make the

**b. Mention any 5 points of difference between verification and validation with examples for each. (5 Marks)**

**Ans 3b.**

**Introduction:**

|  |  |
| --- | --- |
| **Verification** | **Validation** |
| The verifying process involves checking design, documents, program and code. | It is a changing mechanism of validating and testing the actual product. |
| It does not include executing the code. | It always includes executing the code. |