**Lean Six Sigma**

**September 2023 Examination**

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

**Ans :**

Advent to DMAIC and business method development for mobile production organizations

In today's highly competitive enterprise panorama, companies should strive for excellence and efficiency to stay aggressive and meet consumer needs. For mobile manufacturing companies, wherein innovation and technological advancements are in the middle of their achievement, streamlining tactics and retaining pinnacle-notch product quality are paramount. To achieve these dreams, businesses often adopt numerous methodologies, and one such effective method is DMAIC (define, measure, analyze, enhance, and manage).

This introduction presents an outline of DMAIC and its software in business method improvement for mobile manufacturing organizations. We can discover how DMAIC, as a

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**Q.2 Imagine yourself being a six-sigma project leader in an online food delivery company. Create a fishbone diagram for the problems (any 5) being faced by any online food delivery company taking orders from customers through its app and explain the steps involved in the Failure Mode Effective Action (FMEA) with an example for each step.**

**Ans :**

**Introduction:**

As a Six Sigma assignment leader in a web meals shipping corporation, your goal is to improve the efficiency and best the transport technique. One of the pieces of equipment you may use to perceive and deal with capacity issues is a fishbone diagram, additionally known as the Ishikawa or cause-and-impact diagram. This diagram facilitates visualize the capacity reasons for a problem, which can be classified into diverse branches stemming from the primary trouble.

**Concept & Application:**

**Fishbone Diagram:**

A fishbone diagram called an Ishikawa diagram or a cause-and-effect diagram is a visual device used to perceive the reasons for a selected hassle. It resembles the skeleton of a fish,

**Q.3 A quick service restaurant in India is looking to hire staff for expanding operations. Many hiring managers have grumbled that the HR dept. is not recruiting staff fast enough and the HR director has been informed by top management to improve upon the hiring process. The HR director came to know that you and a 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 restaurant does not have an HR IT system to manage the hiring process. Email is the main means of communication.**

**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.**

**Ans :**

**Introduction:**

Within the speedy-paced surroundings of a short-provider restaurant in India, green and well-timed hiring is critical for efficiently increasing operations. The HR branch is pivotal in sourcing, screening, and choosing suitable candidates to fill vacant positions. But the HR crew wishes to fulfil the needs of hiring managers directly. To deal with this difficulty, the

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

**Ans :**

**Introduction**

In India's rapid-paced and competitive international short-carrier eating place industry, hiring and retaining the proper team of workers is vital in attaining fulfilment and growth. The HR department plays a pivotal position in this procedure, as it's far chargeable for sourcing, recruiting, and selecting suitable candidates who will contribute to the restaurant's success.