# Lean Six Sigma

**December 2023 Examination**

## 1. Assume that you are working in a business process outsourcing (BPO) company. Identify a process in your organization that needs some improvement and create a broad outline for using the DMAIC methodology for process improvement. Also, assuming that you are the project leader of a Six Sigma project. Create a list of a few rules that you would lay down for your team to abide by to avoid any situations of conflict. (10 Marks)

## Introduction

In today's exceptionally competitive enterprise generation, businesses usually look for ways to beautify productivity, reduce costs, and expand consumer satisfaction. One vital methodology in achieving those goals is Six Sigma, a data-pushed approach that makes progress toward process perfection. As a project chief within a business process Outsourcing (BPO) company, the importance of Six Sigma should be included. It presents an organized framework for process development, and one of its most reliable strategies is DMAIC, which stands for define, measure, analyze, improve, and control. Within the context of a BPO

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## 2. Imagine yourself to be a Six Sigma project leader in a big multi-specialty hospital. Prepare a schedule for all activities starting with patient admission till the patient occupies the bed. Also, draw a process map for the process of a patient admission to the hospital at the point of registration till occupying the bed. (10 Marks)

## Introduction

In a massive multi-specialty hospital, ensuring the seamless admission of patients is big. As a Six Sigma assignment chief, the objective is to streamline the affected person's admission method, making particular effectiveness, accuracy, and a more substantial patient experience. This system spans from the initial registration factor to the second the affected person occupies a clinic mattress. The significance of this endeavor should be addressed because it straightforwardly influences patient care, resource allocation, and the general functioning of

**Q3a. Suppose you work in an organization that provides computer software and web-based business tools to other organizations.**

**a) Identify a particular process (any 1) in your organization and break it down into smaller activities to identify Non-Value Added (NVA), Business Value Added (BVA), and Value Added (VA) activities.**

## Ans 3a.

## Introduction

In a dynamic organization specializing in computer software and web-based business tools, it's crucial to boost the effectiveness of the approaches. One such significant manner is software program improvement, which involves sports progression. This discussion investigates the breakdown of software development into its constituent sports to identify

## b) Assuming you are the project leader of a Six Sigma project undertaken based on the identified process in part a, list down the responsibilities covered under different six sigma belts such as Master Black Belt (MBB), Black Belt (BB), Green Belt (GB), Yellow Belt (YB) and White Belt (WB). (5 Marks)

## Introduction

In a Six Sigma venture aimed at optimizing a software improvement process, it's imperative to delineate the obligations of various Six Sigma belts. Those jobs, including master Black Belt (MBB), Black Belt (BB), green Belt (GB), Yellow Belt (YB), and White Belt (WB), are instrumental in using technique development and first-class enhancement.

## Concept and Analysis

**Master Black Belt (MBB)**

**Strategic Leadership**- MBBs supply strategic path, aligning Six Sigma tasks with