

Why Organizations Should Implement a Lean Six Sigma Initiative

For Profit Organizations

For profit organizations today are operating in an increasingly competitive environment. Regardless of size and whether service or manufacturing focused, pressures to provide services and products of higher quality at lower cost seem to build almost daily. Organizations that fail to improve quality, productivity and customer satisfaction rapidly enough face a bleak future as other local or global competitors eat into their market share and degrade financial viability. Ad hoc or intermittent improvement is no longer sufficient to gain or maintain a competitive advantage. To effectively compete in this rapidly changing environment, organizations need a methodology that will deliver the organization-wide improvements in quality, productivity and customer satisfaction that clients demand.

Proactive, forward thinking organizations recognize that there is a competitive advantage to be gained through operational excellence and seek to rapidly leverage this advantage. If the organization can drive improvements in productivity, quality and/or customer satisfaction, the advantages can be used to improve market share and financial results. The question becomes how to most effectively and efficiently create a strategic advantage and move towards operational excellence.

The answer is Lean Six Sigma. World-class service and manufacturing organizations are addressing this need through this methodology that allows an organization to improve profitability through increases in productivity, quality and customer satisfaction. In a Lean Six Sigma program, top management identifies the critical issues that face the organization. Using that knowledge, projects are selected and undertaken by teams led by Lean Six Sigma Black Belts, Green Belts and Yellow Belts. These highly trained personnel use lean tools and techniques in conjunction with the statistical analysis of data to drive improvements, leading to organizational success.

Non-Profits/Government

Over the past five to ten years, many non-profits and governmental organizations have faced significant budget constraints and are being forced to do more with less. This pressure has not abated and is anticipated to continue and even increase.

Additionally, governmental agencies on a local, state and federal level are now tasked with improving customer satisfaction at the same time they deal with budget cuts and other restrictions, not to mention competing priorities in other areas.

Non-profits have been, and continue to be, challenged by a decline in charitable giving driven by economic austerity. They require methods of improving fund raising efficiency and effectiveness if they are to continue to meet their missions. Simultaneously, they are being subjected to scrutiny in terms of financial efficiency and the proportion of their funds which are used to service their customers.

The question faced by all of these organizations is how to meet these ever increasing challenges.

The answer is Lean Six Sigma. World-class organizations are addressing this need by implementing this proven methodology that enables an organization to improve its performance through increases in productivity, quality and customer satisfaction. In a Lean Six Sigma program, leaders identify the critical needs and issues that face the organization. Using that knowledge, projects are selected and undertaken by teams led by Lean Six Sigma Black Belts, Green Belts and Yellow Belts. These highly trained personnel use lean tools and techniques in conjunction with the statistical analysis of data to drive improvements, leading to organizational success.