

## How TM Forum and Six Sigma Power Transformation in Any Industry

### WHY THESE FRAMEWORKS STILL WIN

#### TM Forum Strategic Operating System

- For roles, data, processes, and systems
- Works anywhere, repeatable processes + integration are needed

#### Six Sigma Execution Engine

- For identifying problems, analyzing causes, and sustaining fixes
- Works wherever quality, accuracy, or cost efficiency matter

### THE MISCONCEPTION



"Those frameworks are only for telcos and factories."



Used Across Industries  
(The truth behind the misconception)



### TMF & SIX SIGMA REAL INDUSTRY EXAMPLES



#### Healthcare

- Used TMF APIs for system interoperability
- Used Six Sigma to reduce lab result turnaround by 30%



#### Financial Services

- TMF used to align the product catalog and billing
- Six Sigma is used to reduce loan approval errors



#### Logistics

- Applied eTOM to streamline last-mile delivery
- Pareto analysis reduced delivery defects by 60%



#### Retail

- Used DMAIC to optimize in-store operations
- Used TMF for backend platform mapping



#### Government / Public Sector

- Used TMF frameworks to digitize citizen services
- Six Sigma is used to cut application processing time

### COMMON THREADS

"Wherever there's complexity, this work."

- People + Process + Data + Technology
- TMF provides the blueprint
- Six Sigma delivers the performance

### TRAP TO AVOID

"We're not telco. These models won't apply."



That's like saying Lean only works in Toyota. Structure, clarity, and control work everywhere.

### PRACTICAL NEXT STEPS

Try this in your industry:

- ✓ Use eTOM to map your customer-facing process
- ✓ Use Pareto to find your top 20% defects
- ✓ Map roles to TMF's Functional Framework
- ✓ Run a "Define + Measure" sprint in any business unit

READY TO REINVENT YOUR INDUSTRY?