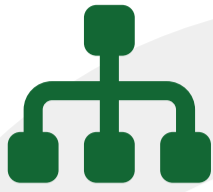


The Roadmap to Process Excellence

WHAT IS IT



A structured, data-driven method to reduce variation, improve quality, and solve problems, used across service and manufacturing industries.

WHY IT MATTERS

-  \$1M+ saved in real-world applications
-  Reduces errors, rework, and bottlenecks
-  Works across industries, not just factories

DMAIC ROADMAP



What's the problem?



How bad is it?



What's causing it?



What changes will work?



How do we sustain the gains?

TRAP TO AVOID

"We already know what's wrong — let's fix it!"



Without measurement, you're guessing. Six Sigma starts with **facts**, not opinions.

WHAT NOBODY TALKS ABOUT

- It's not about speed — it's about **learning fast**
- You don't need a certification to start
- It works in HR, finance, service, and logistics
- Most failures happen by **skipping 'Measure'**

PUT SIX SIGMA TO WORK — EVEN IF YOU'RE NEW

- 1 Create a SIPOC**
 - Draw 5 columns: S-I-P-O-C
 - Example: Onboarding a new client
 - Fill in Suppliers, Inputs, Process steps, Outputs, Customers
- 2 Run a Pareto Chart**
 - List common problems (e.g., delays, rework, errors)
 - Count how many times each happens
 - Make a bar chart — focus on the biggest bar
- 3 Ask "Why?" 5 Times**
 - Don't stop at symptoms
 - Keep asking why until the root cause is clear
 - Example: "Why are shipments delayed?" → "Because..."
- 4 Define Before You Fix**
 - Write down the process goal
 - List key steps
 - Align with your team before solving

START YOUR EXCELLENCE JOURNEY