

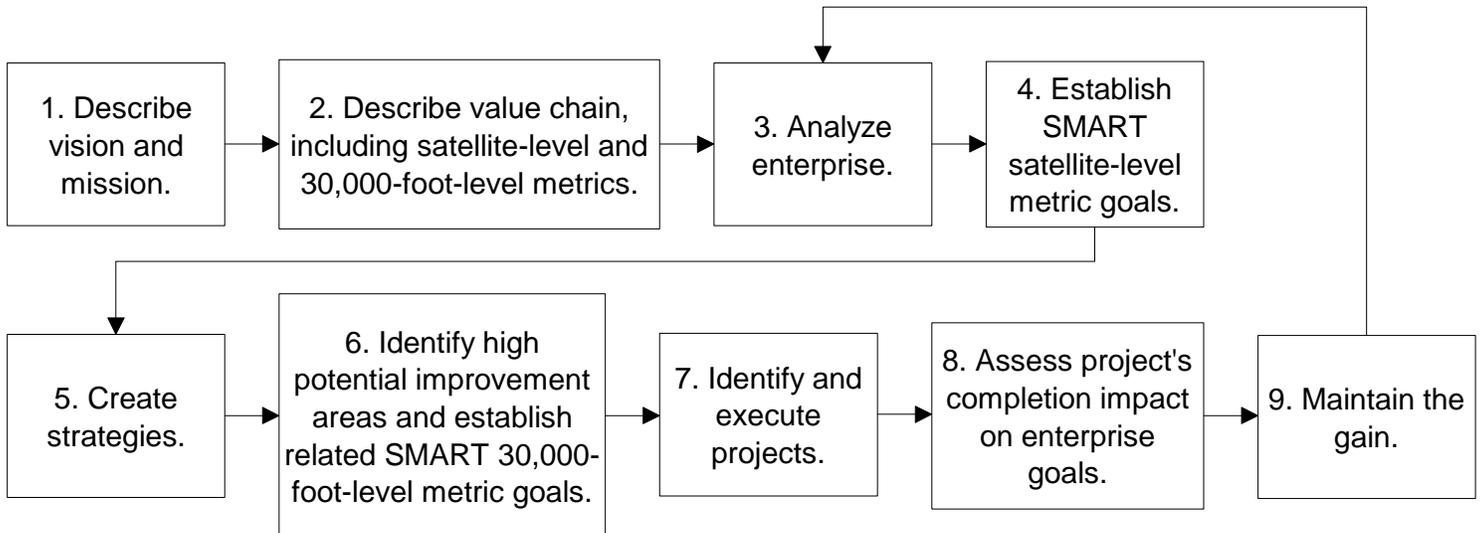
# Why Lean and/or Six Sigma Deployments Fail: And what **you** can do to resolve the Issue

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## Presentation Statements

1. Issues described in Deming's red bead experiment are fundamentally the same as the \_\_\_\_\_ method commonly used in organizations.
2. With a Six Sigma deployment, you may have tracked financial benefits noting a reported 100 million dollars in savings; however, \_\_\_\_\_.
3. With a Lean deployment ... often, however, no one can describe how these lean efforts positively affected the \_\_\_\_\_.
4. Wikipedia's definition of OE: "Operational Excellence is an element of organizational leadership and organizational intelligence that focuses on meeting customer expectation, all while stressing the application of a variety of principles, systems, and tools toward the \_\_\_\_\_."
5. In general, traditional process improvement efforts have not been aligned with the last six words of this OE definition – \_\_\_\_\_.
6. OE need No. 1: Performance metric reporting from a \_\_\_\_\_
7. If common-cause variability is occurring (from a high-level point of view) and the response is undesirable, \_\_\_\_\_.
8. A special-cause event (from a high-level point of view) could trigger a specific investigation to understand what changed (that is, good or bad) in a process \_\_\_\_\_.
9. In this (30,000-foot-level) report-out, the top two charts \_\_\_\_\_, while the bottom right chart assesses \_\_\_\_\_... This non-conformance rate is provided in an \_\_\_\_\_ at bottom of the three-chart report-out.
10. What's important is that the process enhancement effort led to a \_\_\_\_\_ in the 30,000-foot-level chart/charts.
11. OE need No. 2: Structural linkage between \_\_\_\_\_
12. An IEE value chain describes what an \_\_\_\_\_ from a process point of view.
13. In IEE, sustainability is accomplished through a \_\_\_\_\_ available to those who are authorized.

14. Performance metric's monitoring ... Another benefit of this form of reporting is that the methodology can provide \_\_\_\_\_ throughout the organization to those authorized.
15. Process enhancements documentation: New improvement-project procedures can be incorporated with other functional process documentation in a readily available, \_\_\_\_\_. With this easy access to information, everyone responsible for executing the process will have a consistent description of what must be done in a process.
16. In addition to the above benefits, the nine-step IEE OE method can be used to determine which value-chain metric must be improved (for example, through execution of an improvement lean Six Sigma project or *kaizen event*) so that the \_\_\_\_\_ from process enhancement efforts.



17. Process owners of these strategic-metric-improvement undertakings would then be \_\_\_\_\_ that are to be executed in their area.
18. Enhance your organization's process improvement efforts: ... \_\_\_\_\_ to a 30,000-foot-level report. Describe additional insight gained through the report.
19. Enhance your organization's process improvement efforts: Report demonstrated improvement results to others using the newly created \_\_\_\_\_.
20. Consider implementing other steps described in this article's section "Enhance your organization's \_\_\_\_\_."