**Lean Six Sigma**

**NMIMS Solved Assignments for December 2024**

**1. As a Six Sigma project leader working in facilities management department of a large multi- specialty hospital, create a list of all the activities involved in the process of a patient admission to the hospital at the point of registration till occupying the bed. Break down these activities to identify Non-Value Added (NVA), Business Value Added (BVA), and Value Added (VA) activities.**

**Answer:**

**Introduction:**

In a large multi-specialty hospital, patient admission is a critical process that sets the tone for the entire healthcare experience. As a Six Sigma project leader in the facilities management department, it is essential to analyze and optimize the activities involved in this process to enhance efficiency and patient satisfaction. This entails mapping out each step from the point of registration to the patient occupying a bed, identifying which activities contribute positively to patient care and which do not. By categorizing these activities into Non-Value Added (NVA), Business Value Added (BVA), and Value Added (VA) components, the hospital can streamline operations, reduce waste, and improve the overall patient experience, ultimately leading to better health outcomes and operational efficiency. This analysis is crucial for fostering a culture of continuous improvement within the healthcare facility.

**This is partially solved sample answer**

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**2. Consider yourself as a Six Sigma project leader for a rapidly growing online gifting platform. Develop a fishbone diagram to outline potential issues (select any five) that an online gifting platform might encounter in processing customer orders. Additionally, explain the stages of Failure Mode and Effects Analysis (FMEA), providing illustrative examples for each step in the context of e-commerce operations for online gifts.**

**Answer:**

**Introduction:**

As a Six Sigma project leader for a rapidly growing online gifting platform, it is crucial to identify and address potential issues in the order processing system to ensure customer satisfaction and operational efficiency. A fishbone diagram, also known as an Ishikawa diagram, can help visualize and categorize potential problems that may arise during the order fulfillment process. This method not only facilitates root cause analysis but also enhances team collaboration in pinpointing areas for improvement. Additionally, the implementation of Failure Mode and Effects Analysis (FMEA) allows for a systematic evaluation of potential failure points in the order processing stages. By examining the impact of these failures, teams can prioritize risks and develop strategies to mitigate them, ultimately improving service quality and operational reliability in the e-commerce landscape.

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**3. Case study based on implementing Six Sigma in online food delivery**

**A growing online food delivery company is looking to streamline its operational processes to support its expanding business. The operations team has reported several inefficiencies in the current workflow, which are causing delays and affecting overall productivity. Due to your expertise in Lean Six Sigma, the operations director appoints you as the team lead to analyse and improve the process flow. The company does not have an integrated IT system to manage its operations, relying heavily on manual processes and email communication for coordination**

**a. Create a flowchart based on your understanding of how a key operational process, such as order fulfilment or delivery management, is currently handled. Use the SIPOC diagram to explain the various steps and decision points involved.**

**Answer:**

**Introduction:**

In the context of a growing online food delivery company, operational inefficiencies have emerged, particularly in the order fulfillment and delivery management processes. As the appointed team lead with expertise in Lean Six Sigma, the task is to analyze the existing workflow to identify bottlenecks and areas for improvement. Utilizing a SIPOC diagram to illustrate the Suppliers, Inputs, Process, Outputs, and Customers will help in mapping the current operational process, highlighting key steps and decision points to streamline operations effectively.

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**b. Explain the difference between verification and validation in the context of operational processes within the food delivery industry, providing examples. Also, list techniques used in validation activities for optimizing process design and efficiency.**

**Answer:**

**Introduction:**

In the food delivery industry, ensuring operational processes are effective and efficient is crucial for customer satisfaction and business growth. Verification and validation play distinct roles in assessing these processes. Verification focuses on ensuring that the processes are designed correctly and align with specifications, while validation checks whether the processes meet customer needs and perform effectively in real-world scenarios. Understanding these differences is essential for implementing improvements, and various techniques can be utilized in validation activities to optimize process design and efficiency.

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