

Creating a Great Report

These notes are designed to be used in conjunction with the Capella Reporting Template. They can be used by the Black Belt or Project Champion to support project reviews or by the Green Belt as part of a self-check.

Define

Critical Elements:

- VOC data (over time and analysed using Pareto/Pie)
- Summary of what will/will not be included in the scope of the project
- Problem Statement
- Defect Definition (what is the problem/opportunity that will be measured and improved)
- Business benefits (expressed as an annual direct £ figure plus a list of other business benefits)
- SIPOC and detailed process map

Questions to Ask:

- Is the Defect a good reflection of what needs to be improved (Y)?
- Has everything been included in the business benefits calculation?
- Does the process map reflect the As Is situation and was it constructed/reviewed as a team?
- Does the As Is process map include all hidden factories and has the cost of these been included in the business benefits?

Measure

Critical Elements:

- Containment actions with before and after metrics
- Potential causes, prioritised
- Data collection plan complete with details of steps taken to ensure robust data collection systems (could be Brainstorm of “what could go wrong” or R&R Study)
- Calculation of baseline performance for Y and conversion of this to a Process Sigma Value

Questions to Ask:

- Are Containment actions real containments (or are they simply early improvements/quick wins?)
- Did the whole team contribute to the Cause and Effect Diagram and prioritisation of potential causes?
- Does the data collection plan include ALL potential causes?
- Have ALL lines on the Data Collection Plan (Y and X's) had their Measurement Systems reviewed/tested?
- Has the appropriate measure for baseline performance been used? (consider data type - Attribute/Variable and definition of Opportunities)
- Is the measure of baseline performance accurate? (stability of process over data collection period; Normality assessment for Variable data; conversion to a Short Term Process Sigma value)

Leadership and Personal Development, Strategic Management, Lean Six Sigma & Quality Tools

Analyse

Critical Elements:

- Analysis of all X's identified as prioritised potential root causes
- Conclusions from analysis and summary of root causes
- Proof of root cause(s)

Questions to Ask:

- Have all key analytical tools been considered and has a clear understanding of which are the most appropriate ones been gained?
- Have all X's been analysed and what were the conclusions?
- How can we be sure that the root causes identified are the correct ones?

Improve

Critical Elements:

- List of improvements identified and prioritised
- Pilot (plan, results and conclusions)
- Implementation plan (what/who/when)
- Summary of Costs/Benefits

Questions to Ask:

- Did the whole team contribute to the generation and prioritisation of improvements?
- How did the results of the pilot compare to the baseline performance for Y?
- Does the implementation plan include removal of any containments?
- Does the Cost/Benefit analysis include all elements?
- Has the FMEA been updated to reflect improvements made?

Control

Critical Elements:

- Control Plan (what will be controlled and how?)
- Reaction Plan
- Performance of Y following implementation

Questions to Ask:

- Did the whole team contribute to the development of the Control Plan?
- Have ALL improvements been considered in terms of need for Control and appropriate tools?
- How is on-going performance of Y being monitored and who will take action if problems arise?

Replication

Critical Elements:

- What can be replicated, who will do what and when

Questions to Ask:

- Have all opportunities been considered?
- Who will monitor plan for replication?