

# Six Sigma at Work in the Education Sector

## Client:

**Walsall College** is a leading provider of vocational courses in the West Midlands, supporting young people, adults and local businesses to develop their skills and achieve success.

## Walsall College's Requirements:

Introduce a Structured Problem Solving Methodology

Reduce the turnaround time for Student Sign Up packs

Eliminate waste and implement a usable system that is effective and easy to follow



## Capella's Input:

Facilitated Technical Training days to deliver Six Sigma methodology at Green Belt level and provide case studies to apply learning

Supported selection and scoping of in Improvement Projects

Provided coaching support for the Project Leaders

Facilitated sharing, benchmarking and networking between organisations



## Walsall College's Results:

"I have vocational experience within the Lean Manufacturing environment and found the Green Belt programme complimented this at an advanced level.

It has provided me with invaluable skills and tools to be able to make drastic improvements to processes within the College.

That along with the amazing support provided from the Capella team has allowed me to look at things much more analytically and has given me the confidence to question long standing problems in the best way to provide the Senior Management team with real data and cost savings, therefore gaining a "buy in at the top".

This is an excellent programme for any company wishing to improve efficiencies. It really works"

Sharon Newnes – Quality Assurance Improvement Advisor, Walsall College

