

Six Sigma applied in Telecommunications

Six Sigma is a data driven process improvement methodology based on DMAIC project management cycle (Define-Measure-Analyze-Improve-Control).

It was first applied in manufacturing and it is currently used across all business sectors, including telecommunications, financial services, logistics, human resources and public services.

Here is an example of successfully using Six Sigma to satisfy and even exceed Critical Customer Requirements (CCRs), related to resolution of a customer request in a telecom vendor technical support centre (TSC).

❖ **Lead Time for Case Resolution (LTCR)** is the time from the moment when the customer asks for technical advice/support from the TCS and the moment he receives the appropriate answer and his technical problem is solved; this indicator should be as short as possible and it is critical for customer satisfaction. The current process was complex and time consuming (average LTCR = 10 days), causing customer dissatisfaction

❖ **A Six Sigma project** was launched to identify root causes for poor process performance. Process Mapping (PM), root cause analysis and hypothesis testing were the tools used. The established root causes were excessive process complexity - technical support team was organized on 4 tiers + inconsistency in communication - several formats of technical escalation templates (TETs) were used between tiers.

❖ **Solution** was defined during Improve phase and consisted in (1) simplifying the process by using only 2 tiers of operators in the TCS (first tier as first point-of-contact with the customer, second tier as specialist level, to solve difficult problems that could not be solved by tier 1) and (2) introducing a unique technical escalation template (TET) Average LTCR was reduced from 10 days to 5 days .

Kindly attend Six Sigma trainings offered by Effective Flux to leverage this effective and efficient methodology.

