

Six Sigma applied in Education

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 financial services, marketing, sales, logistics, human resources, healthcare, education and public services.

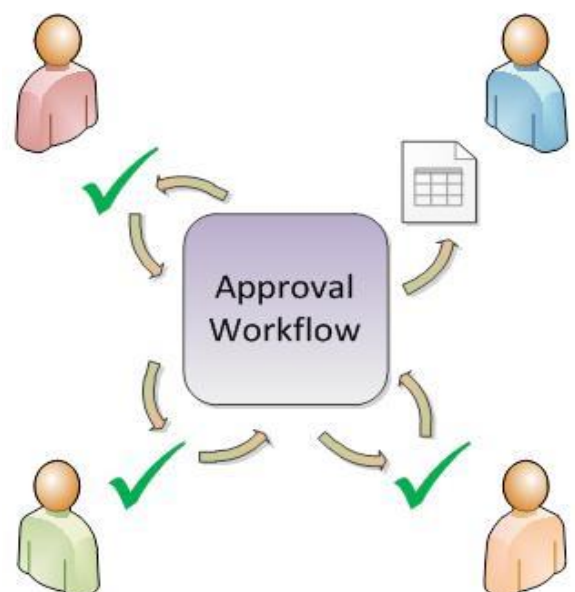
Six Sigma enables schools, universities and other educational institutions to improve student knowledge, skills and satisfaction by improving both educational and administrative process performance.

❖ **A US University**, was experiencing difficulties and long delays in defining and approving the new course and curriculum, resulting in both professors' and students' frustration and dissatisfaction. As this situation was a major concern, the university management team commenced searching for a solution.



❖ **A Six Sigma project** was launched to identify root causes for the unacceptably long lead time for defining and approving the curriculum for a new course. Process Mapping, root cause analysis and hypothesis testing were the tools used to find the root causes, identified as: process waste, complexity and lack of standardization.

❖ **Solution** was defined during Improve phase and consisted in properly defining, streamlining and formalizing course defining and approval processes, by eliminating double approvals, introducing visual management and error-proof procedures (poka-yoke). Lead time for defining and approving a new course was shortened by 78%.



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