

Hospital Quality Initiatives for Individuals with IDD:

Six Sigma (SS) quality & continuous
process improvement!

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Overview

- Purpose & Introduction
- SS versus lean
- History
- Implementation & tools : DMAIC
- Success of SS
- Lessons learned
- References
- Discussion

Purpose of SS

- To increase effectiveness
- To increase efficiency
- End objective: to delight the customers

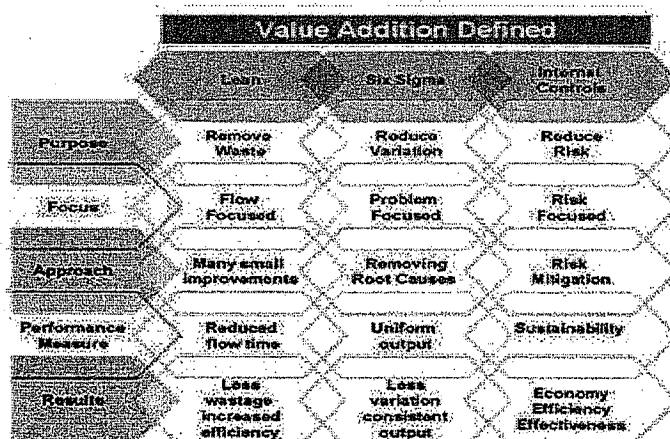
Introduction to SS

- SS is a management strategy that uses statistical tools & project work to achieve break through profitability and quantum gains in quality
- Due to integration of a number of tools like lean manufacturing & design of experiments (DOE), SS is also known as Total Quality Management (TQM) on steroids
- Methodology for processes/services improvement
- Focuses on developing & delivering near-perfect products / services consistently

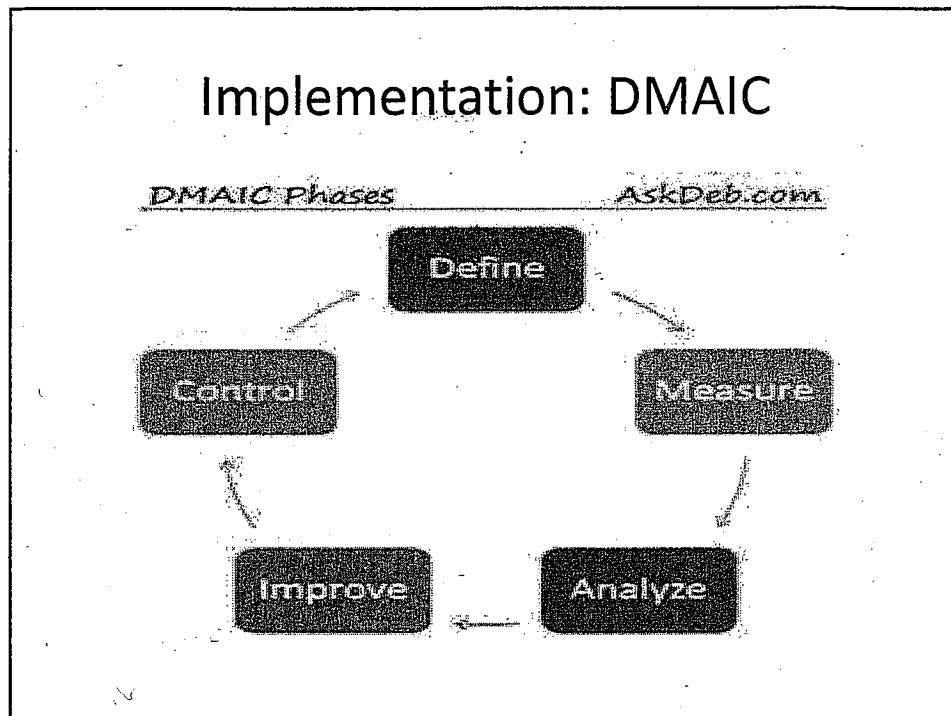
What sigma level are you at?

- Average US company is at a 4 sigma level (defects=6,210 defects per million)
- Process in sigma has 3.4 defects per million
- Aviation Industry has embraced 7 to 10 sigma

Lean versus six sigma



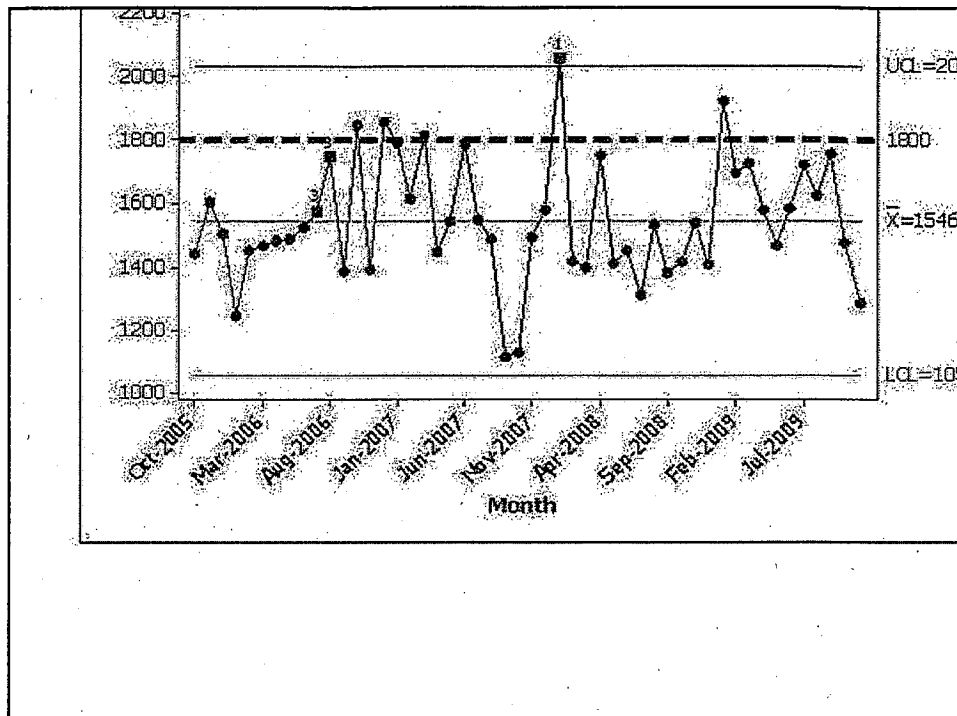
Implementation: DMAIC



Implementation:

Fishbone / Cause & Effect / Ishikawa Diagram

- 1 arrow represents the effect under investigation
- The arrow has 4-6 spines representing the categories of causes leading to effect under investigation
- Each spine has sub-spines representing various types of factors falling under specific categories of causes leading to the effect under investigation



WHY 6S WORKS?

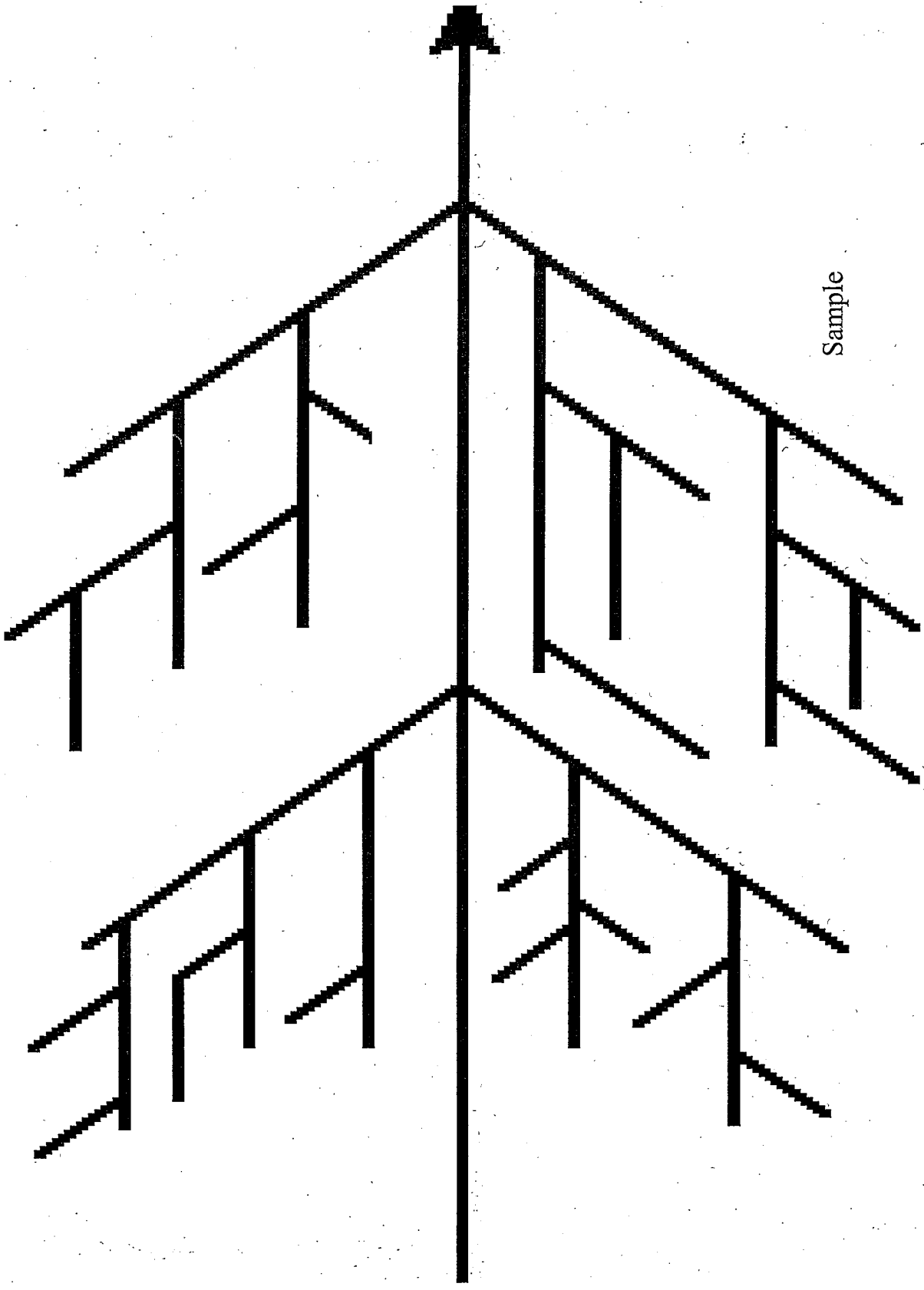
- Bottom line results
- Involvement of senior management
- Use of a disciplined approach (DMAIC)
- Short project completion times (3 to 6 months)
- Clearly defined measures of success
- Infrastructure of trained individuals
(Black Belts / Green Belts)
- Customer and processes are the focus
- Use of a sound statistical approach
(Villanova University, 2006)

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Thank you 



Sample