Lean 6 Sigma to motivate staff to improve processes

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Introducing Lean Six Sigma at Statistics Netherlands

2014
Starting implementation in a statistical production process

- First L6S project in team with
  - High workload
  - Work fragmentation
Example “Unified Demographic Data Collection”

(*) Data refer to 1 January of each reference year. 1994: EU-27; 2014: provisional data given the non-availability of detailed data for Greece.

Source: Eurostat (online data code: demo_bygroup)
Continuous implementation
Training all staff

- Champion
- Master Black Belt
- Black Belt
- Green Belt
- Orange Belt
Is it all that simple?

Our company has decided to try something new.

New? Six Sigma was developed in the 80s.

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It's new to us.

Why don't we jump on a fad that hasn't already been widely discredited?

That way the false hope might sustain us.

There's nothing wrong with Six Sigma. All it does is reduce defects!

Let's see... Fortune magazine says... Blah, blah... Most companies that used Six Sigma have trailed the S&P 500.

Sorry I'm late. What did I miss while I was innovating?
Bringing the methodology to life

- Enthusiastic
  - Green belt
  - Teammanager
  - Champion
- Good feeling workflow
- Circle of influence
Keep going

Success tastes like more

- Intrinsic motivation
- Short project time
- Listen and stimulate to join and try out
- Champion: the project is important
- Not all is suitable for the L6σ approach
Next step Lean Operational Management
Questions?