

CONTROL PHASE



DMAIC Methodology

Define

➤ *IDENTIFY OPPORTUNITY*



Tollgate Review

Measure

➤ *DESCRIBE AS-IS CONDITION*



Tollgate Review

Analyze

➤ *IDENTIFY KEY CAUSES*



Tollgate Review

Improve

➤ *PROPOSE & IMPLEMENT SOLUTIONS*



Tollgate Review

Control

➤ *SUSTAIN THE GAIN*



Tollgate Review

Validate & Replicate Changes



Learning Objectives: Control Phase

- Understand the tools necessary to complete the Control Phase.
- Develop a Control Plan to monitor and sustain implemented improvements.
- Properly document and follow-up on completed projects and events.
- Categorize and communicate project benefits.
- Explain Design for Six Sigma for new processes.



Control Plan



What Is a Control Plan?

- Control Plans provide a written summary description of the systems used in minimizing variation in the improved process.
- Control Plans do not replace information contained in detailed instructions (SOPs).
- The Control Plan describes the actions that are required at each phase of the process to assure that all process outputs will be in a state of control.
- Based on Critical Customer Requirements (CTX's).



Control Plans Answer the Following Questions

1. What is the process that is being controlled?
2. What are the process outputs that are being monitored / controlled?
3. What are the inputs that are being monitored / controlled in order to keep the output at its target level?
4. How are the inputs and outputs being measured, monitored, and controlled?
5. How does someone react when the inputs or outputs are not in control?



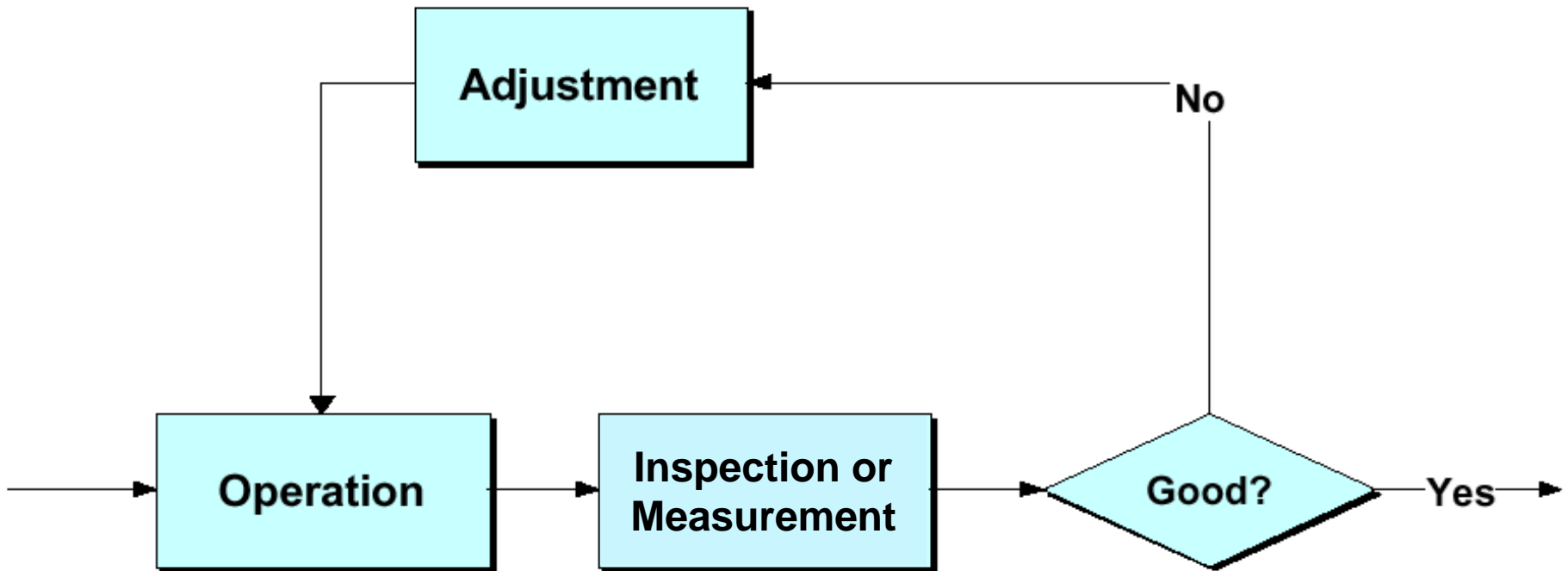
Control System Contents

- Control Systems contain:
 - Critical inputs.
 - **Desired outputs / performance levels.**
 - Capture and report of **actual** process performance measures.
 - A feedback mechanism to report deviations in actual outputs from desired levels.
 - **Reaction Plan.**

- Can be reinforcing (amplify the deviation) or balancing (bring back to equilibrium) - balancing is normally what gets implemented.



A Basic Control System



Control Lag = Time between Operation and when any applied adjustment takes effect.

Process Control Plan – Example

- No standard template, completely customizable to fit the organization's needs.
- Ultimately, the Control Plan is a living document reflecting current methods of control and measurement systems used.

Process/ Equipment	Input / Output	Measurement Technique	Specification/ Tolerance	Sample (Size/Freq.)	Reaction Plan
Statapult Process	Lead Time	Time (Supply to Delivery)	275 secs. +/- 25 secs.	Every order	Halt production, investigate



Control Plan Tips

- Establish controls to detect defects.
- Use illustrations.
- Use flow diagrams.
- Use work instructions that really work.
- Use reaction plans that really work.
- Focus on the **quality** of documentation, not the quantity.
- Use workers to help write the instruction.
- Clearly lay out authorities, roles, and responsibilities.

“I have made this letter longer than usual, only because I have not had time to make it shorter.” – Blaise Pascal



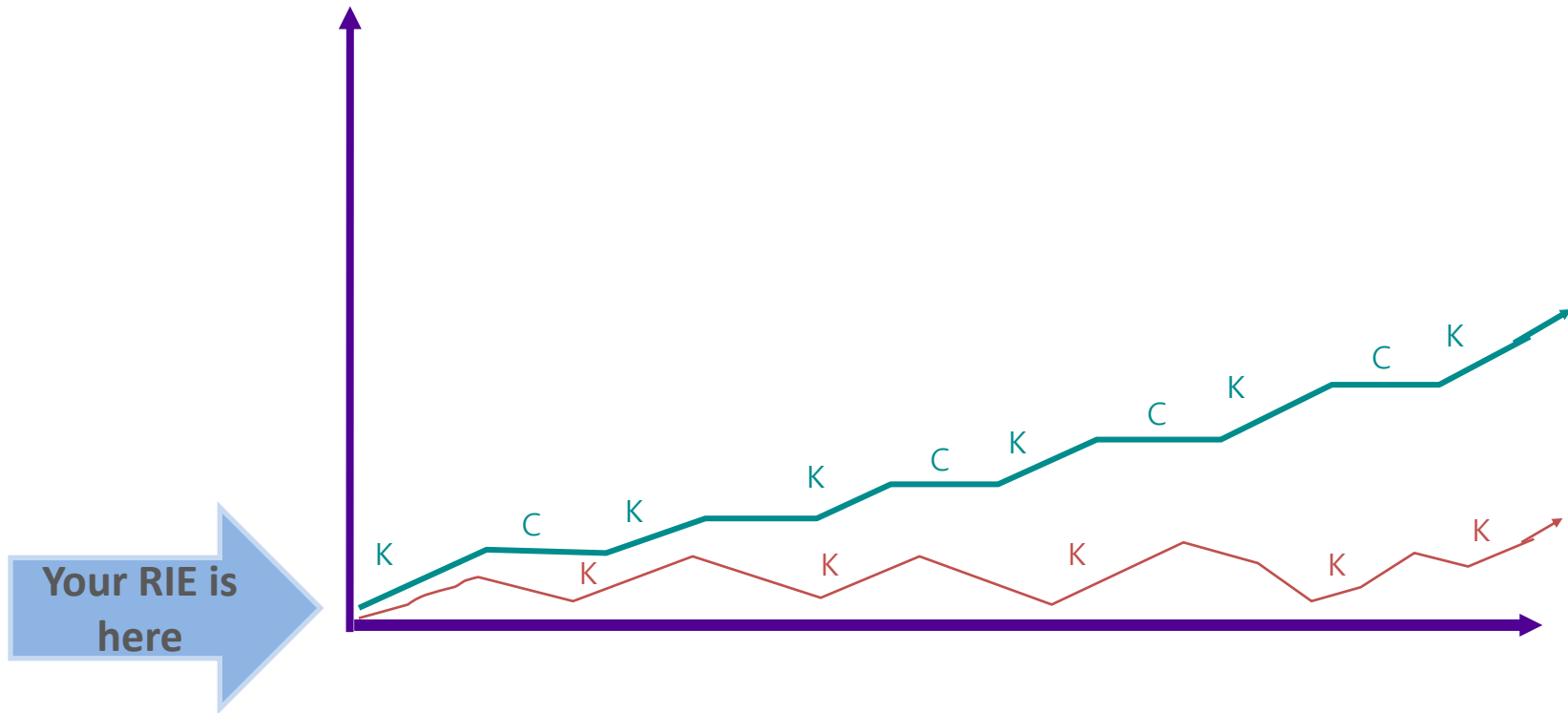
Control Plan Tips (Cont.)

- Focus on the identification of nonconforming services.
- Ensure segregation by identification or location to prevent inadvertent use.
- Address the need for recall or previously provided service.
- Ensure the benefit of rework versus loss.
- Ensure that rework actually produces first quality service.
- Ensure that corrective actions are initiated whenever nonconforming services are provided.

Include the Cause and Effect Diagram to help build the Control Plan, using it as a reference.



The Control Plan Helps Sustain the Gain



Provides a written description of the measurements and metrics put in place to control production and processes.

K = Kaizen
C = Control



Control Plans Summary

- Control Plans can be likened to sustainment in 5S.
- Statistical Process Control is not successful without religious use of Control Plans.
- Control Plans are living documents. If processes change and a new variation cause develops, add it to the Control Plan.



Knowledge Check: Control Plan

What questions does a good control plan address?



Questions

What questions do you have about any area of the Control Phase?



Project Closeout / Sustainment



Bringing the Event to Completion

1. Ensure that:

- All feasible process improvement ideas have been implemented.
- The project sponsor / process owner and personnel from the affected work area have been adequately trained on the process changes.
- Event objectives have been met or exceeded (Validate).
- Processes are updated.
- Needed controls are instituted in the process.

2. Quantify event benefits Return on Investment (ROI)



3 Week RIE Follow-Up Checklist

RIE TEAM will use this Check List to ensure RIE gains are sustained

RIE FOLLOW UP ACTIVITIES

By: Date: % Complete:

Team:

First Week After RIE.	% Complete:	Second Week After RIE	% Complete:	Third Week After RIE.	% Complete:
<input type="checkbox"/> 1. Ensure RIE documents are published on the appropriate knowledge sharing site. <input type="checkbox"/> 2. Assist VSC w/ completion of Cost Reduction Report <input type="checkbox"/> 3. Team Leader is responsible for the following: Notify VSC when final RIE Report Package is available Ensure Report shows the freed capacity Work with VSC in recommending FTEs redeployment Develop a 30 & 60 day action item list Develop a Plan to audit process every 30 days Update standard work to indicate touch & flow times, and VA, NVA, NVA(E) steps Collect Process Performance Measures (As identified in RIE TPR) Send Thank you email to all participants <input type="checkbox"/> 4. Ensure all workers are trained on new process <input type="checkbox"/> 5. Post Standard Work Documents in Work Space <input type="checkbox"/> 6. Address parking lot issues by assigning action items <input type="checkbox"/> 8. Schedule RIE outbrief to Leadership Team <input type="checkbox"/> ** Team Leaders (TL) assign action items to specific people on the teams and require follow up reports on progress.		<input type="checkbox"/> 1. Review open action items <input type="checkbox"/> 2. Audit new process; Ensure standard sequences are being followed; Collect, review, and evaluate process performance measures (As identified in RIE TPR) <input type="checkbox"/> 3. Present performance results to VSC and Team (Via updated TPR) <input type="checkbox"/> 4. Team Lead and Black Belt address process issues. <input type="checkbox"/> 5. Brief Leadership on RIE Follow Up Progress (Using the status of this Check list) <input type="checkbox"/> ** Team Leaders (TL) assign action items to specific people on the teams and require follow up reports on progress.		<input type="checkbox"/> 1. Review open action items <input type="checkbox"/> 2. Audit new process; Ensure standard sequences are being followed; Collect, review, and evaluate process performance measures (As identified in RIE TPR) <input type="checkbox"/> 3. Present performance results to VSC and Team (Via updated TPR) <input type="checkbox"/> 4. Team Lead and Black Belt address process issues. <input type="checkbox"/> 5. Brief Leadership on Progress. (Using the status of this Check list) <input type="checkbox"/> ** Team Leaders (TL) assign action items to specific people on the teams and require follow up reports on progress.	



Kaizen/RIE Follow-Up Beyond the Event

Green Belt

- Ensure standard work is implemented.
- Foster success – market results.
- Complete and submit documentation on event.
- Handoff to Event Sponsor at completion of event week.



Kaizen/RIE Follow-Up Beyond the Event

Event Sponsor / Process Owner

- Monitor (Control Charts, Control Plans, Gemba).
- Visit the area frequently for several weeks after the Improvement Event.
- Address stakeholder issues and concerns.
- Recognize participants of event and celebrate success.
- Is Takt Time being achieved?
- Keep up the pressure completing outstanding action items.



Outbrief Tips

Final Tollgate Review - clearly captures the results of the event.

Should include:

- Charter information
- Tools utilized
- Improvements made
- Evidence of data driven decision making
- Current / Future State process flows and metrics
- ROI calculations
- Other improvement opportunities
- CPI Project Tollgate Template
 - <https://www.quantico.marines.mil/Offices-Staff/G-7-Performance-and-External-Affairs/>

Create a package that sums up everything.



What's a Quad Sheet ?

- Prepared for each Kaizen / RIE by the Project Sponsor with the assistance of the Green Belt.
- Started at beginning of the Kaizen / RIE.
- A key document in the formal submittal of the event's results.
- Documents key Kaizen / RIE information, metrics, status & financial results as an executive summary on one page.
- A living document that is periodically updated during and after the event as results are validated.



Quad Sheet - Template

Project / Event Title

Background

Results

Goals

Timeline / Benefits

Customize to fit your needs.



Lessons Learned

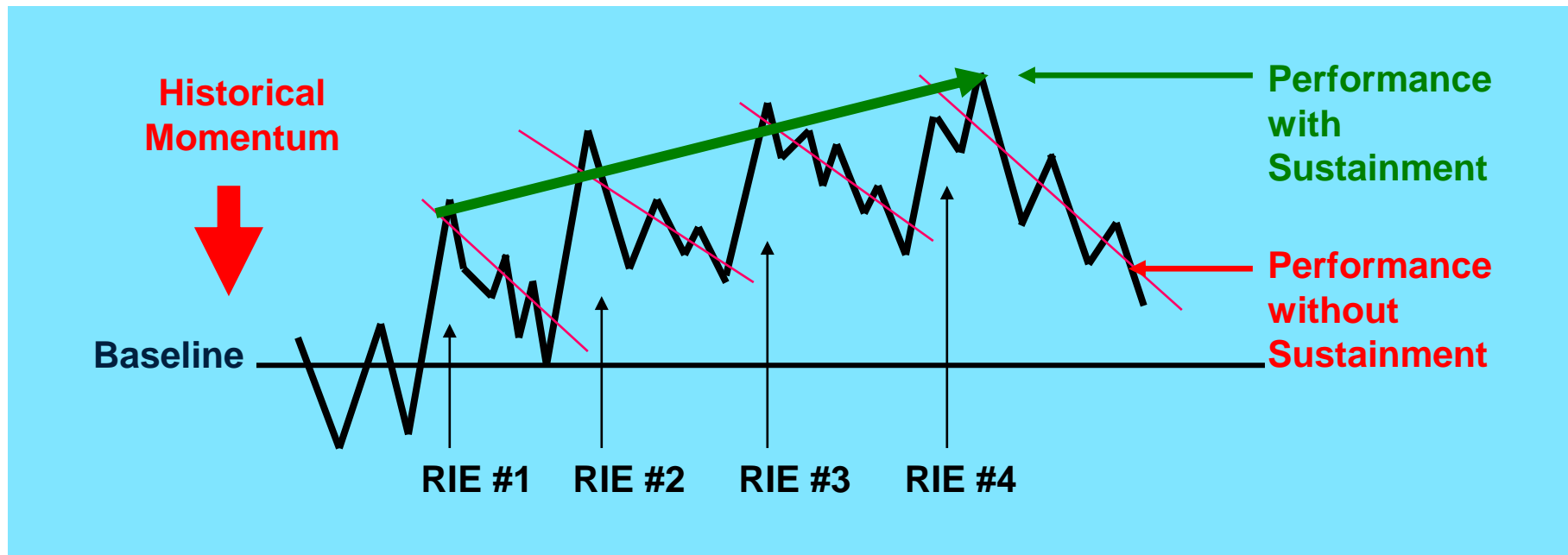
- Every improvement effort offers a lesson.
- It is what we do with these lessons that matters.
- For successful projects, we want to document our efforts and conclusions to repeat the success.
- If not successful, we want to document what went wrong to prevent repeating the same mistakes.
- The availability of this type of information can greatly accelerate future efforts.



Definition of Sustainment

Consistently adhere to process improvements, ensuring all benefits are fully realized.

- The old way is gone, the new way is the way.
- Human nature resists change and reverts to old habits.



Kaizen / RIE Follow-Up Beyond the Event

Sustainment

Daily Board Walk

Critical element of post-event follow up



Redeployment

Redeployment

- The movement of people from a process that has been improved either through attrition, reassigning them to another CPI event or to other critical work.
- Ultimately, the key objective of a CPI Thinking organization is to reduce the amount of human effort required per unit of output, in other words increase productivity and capacity.

When to use redeployment

- To make up for current attrition.
- Eliminate or reduce overtime.
- Reduce contractor support.
- Reduce work backlog.



Replication Opportunities

Identify key lessons learned and data from this project that may be useful in other areas of the business, or for other projects:

- Data about upstream process (input) measures.
- Data on problem areas outside your team's scope, but important to the business.
- Reduction of waste and non-value added activities.
- Better utilization of resources.
- Benchmarking information.
- Customer requirements.



Benefits



Review: Triple Constraints of Projects

- Project Management Constraints

- Quality (Better)
 - Clear and Specific
- Time (Faster)
 - Amount of Time to complete process tasks.
- Cost (Cheaper)
 - Money and Effort

- Prioritizing Constraints

- Should be based on the view of the customer.



Benefit Categories

Goal: Reduce Costs

- Metric: *Type I Benefits* – Cost Reductions to Budget Line Items.
- Example: Same work done with fewer resources.

Goal: Increase Speed (Reduce Time)

- Metric: *Type II Benefits* – Process Time Reduction / Improved Resource Utilization.
- Example: More done with same resources.

Goal: Improve Safety and Quality of Life

- Metric: *Type III Non-Financial / Other Benefits*.
- Example: Risks to assets or personnel reduced.
- Customer satisfaction.

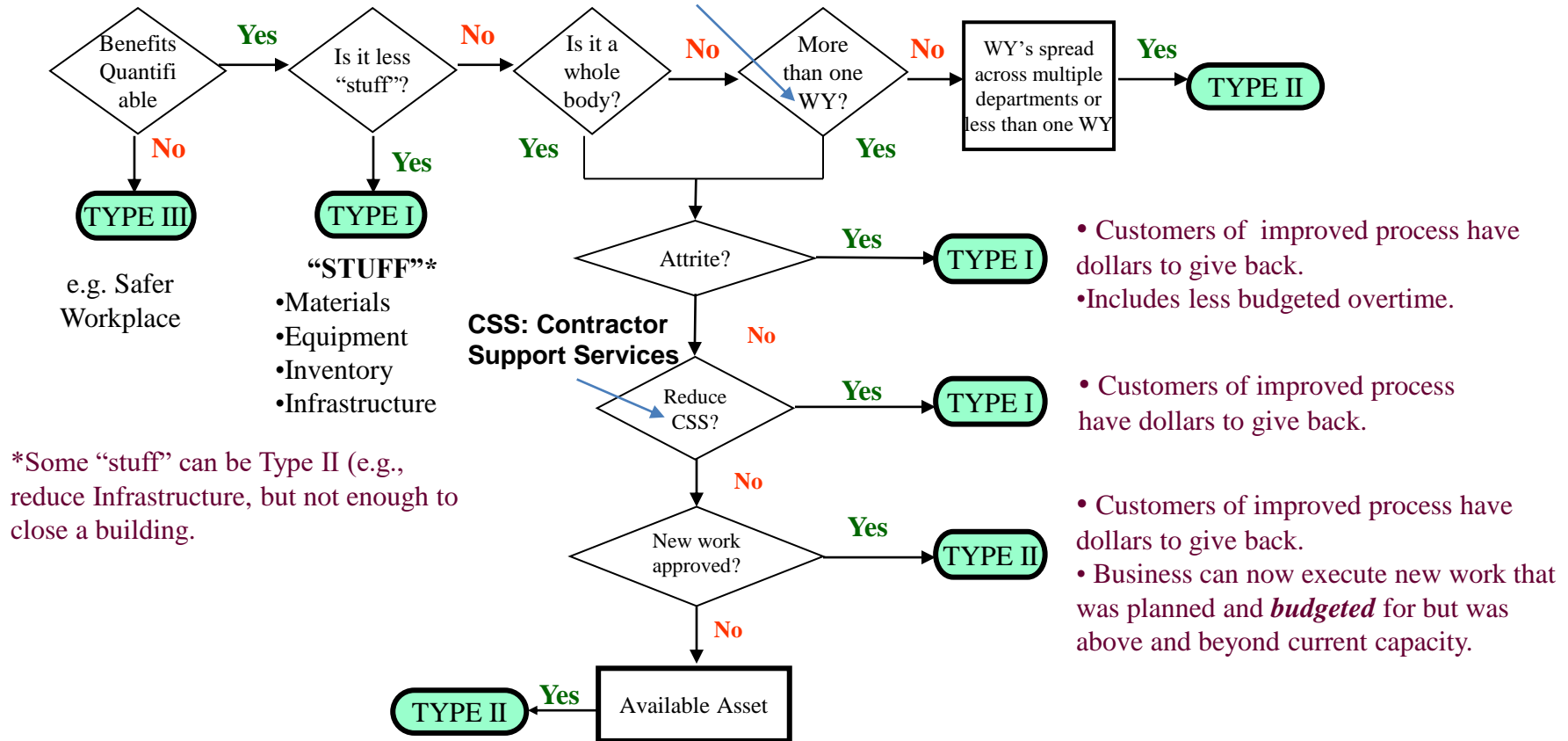


Benefit Categories Flow Chart

At the Project – Were assets freed up?

At the Business – What did we do with the assets?

WY: Work Year



Don't get hung up on calculating benefits!



Design for Six Sigma



Design/Re-Design Approaches

Design For Six Sigma (DFSS) methods would be the method of choice when:

- There is no current process to fulfill customer requirements (need a brand new process).
- The process is incapable of producing quality products / services (better to start from scratch than to fix the process).



Design For Six Sigma (DFSS)

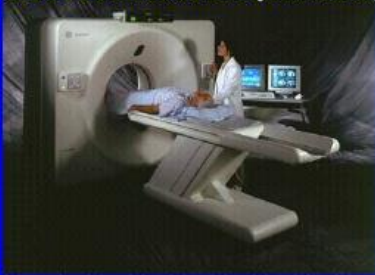
- DMADV: Define > Measure > Analyze > Design > Verify.
- Example: DFSS was used to develop the CT Scanner.

GE Medical Systems

LightSpeed™ CT Scanner


GE's First DFSS System ('98):
Full Use of Six Sigma/DFSS Tools

- Key customer CTQs identified
 - Image quality
 - Speed
 - Software reliability
 - Patient comfort
- Disciplined systems approach: 90 system CTQs
- 33 Six Sigma (DMAIC) or DFSS projects
- Scorecard-driven
- Part CTQs verified before systems integration



Leading-Edge Technology

- World's first 16-row CT detector
- Multi-slice data acquisition
- 64-bit RISC computer architecture
- Long-life Performix™ tube



Head Abdomen

Results

- Better image quality
 - Earlier, more reliable diagnoses
 - New applications: vascular imaging, pulmonary embolism, multi-phase liver studies, ...
- Much faster scanning:
 - Head: from 1 min to 19 sec (9 million/ yr)
 - Chest/abdomen: from 3 min to 17 sec (4 million/yr)
- Clinical productivity up 50%
- 10x improvement in software reliability
- Patient comfort improved - shorter exam time
- Development time shortened by 2 years
- High market share; significant margin increase

"Biggest breakthrough in CT in a decade," Gary Glazer, Stanford

DMADV Defined

D	<i>Define</i> the goals of the design activity. What is being designed? Why? Use QFD or the Analytic Hierarchical Process to assure the goals are consistent with customer demands and enterprise strategy.
M	<i>Measure</i> customer input to determine what is critical to quality from the customer's perspective. Translate customer requirements into project goals.
A	<i>Analyze</i> innovative concepts for products and services to create value for the customer. Determine performance of similar best-in-class designs.
D	<i>Design</i> the new product, service or process. Use predictive models, simulation, prototypes, pilot runs, etc. to validate the design concept's effectiveness in meeting goals.
V	<i>Verify</i> the design's effectiveness in the real world.



Control Phase Tools

- Control Plans.
- Project documentation and out-briefs.
- Project Benefits.
- DFSS/DMADV.



Training Closeout



Continuous Process Improvement

- Continuous Process Improvement (CPI) = Incremental Improvement.
- CPI is a proven method for improving processes, products, and logistics and has now proven useful across the full spectrum of operational, administrative, support, and R&D functions.
- Process Improvement will always be present in successful organizations regardless of the label associated with it.
- Greenbelts are on the frontlines of CPI.



Lean Six Sigma Summary

Lean is about flow.

- ✓ Increase process flow by eliminating waste.
- ✓ Waste is anything – effort, costs, or work that adds no value in the eyes of the customer.

Six Sigma is about quality and variation.

- ✓ Reducing defects by eliminating variation.
- ✓ Reducing differences in similar or identical processes.



The Roles of Change

- **Process Owners/Project Sponsors:**
 - The individual or group who has the power to sanction or *legitimize* change.
 - Responsible for creating an environment that enables the necessary changes to be made on time and within budget.
- **Change Agents:**
 - The individuals or groups who are responsible for actually making the change.
 - Responsible to understand and diagnose the problem, develop a plan to address the problem and execute the change effectively. (Green Belts and Black Belts)

SOURCE: Daryl C. Conner "Managing at the Speed of Change"



Expectations of Green Belt

- Understand and be able to apply the basic concepts of Lean Thinking and Six Sigma.
- Have the ability to lead a team through a Kaizen / RIE Event.



Continuous Improvement for Your Career in CPI

First step – celebrate completing GB training!

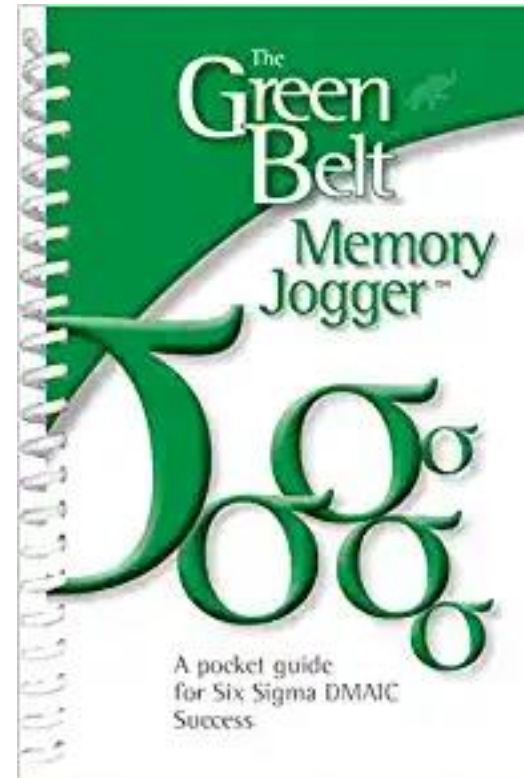
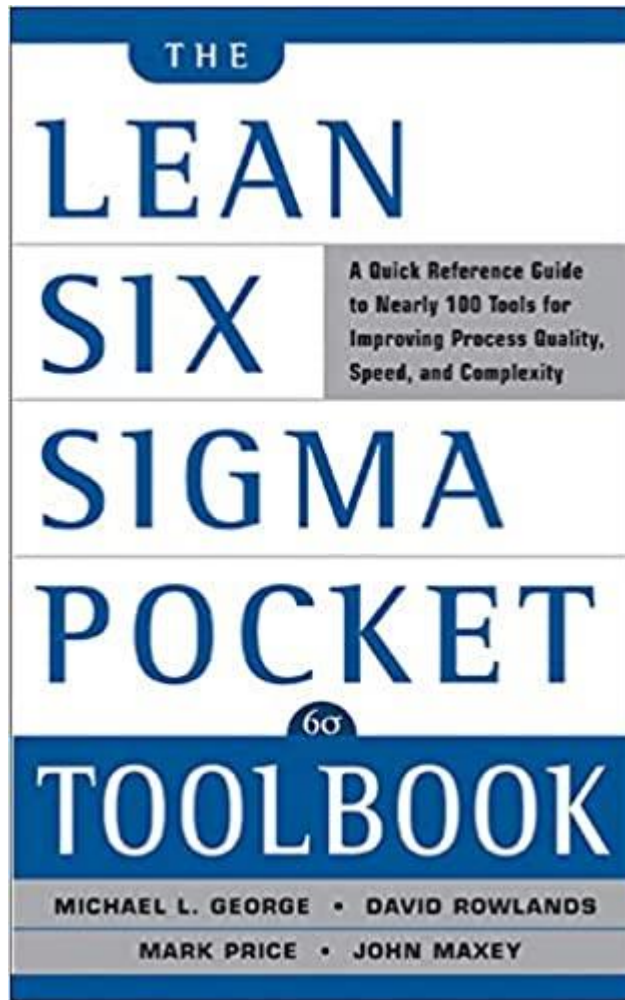
Next steps

- Get involved in a CPI event next week!
- Pursue Green Belt Certification (Lead a RIE/Project).
- Pursue Black Belt Training and Certification.



“... a certification is ‘a process by which individuals, who have demonstrated the level of knowledge and skill required in the profession, are identified’” - Institute for Credentialing Excellence

Recommended Books for Your Bookshelf

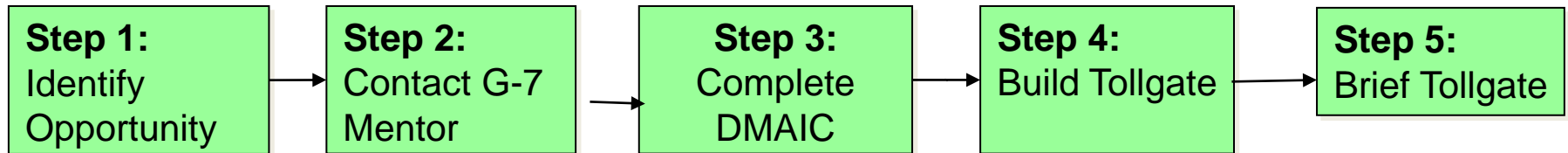
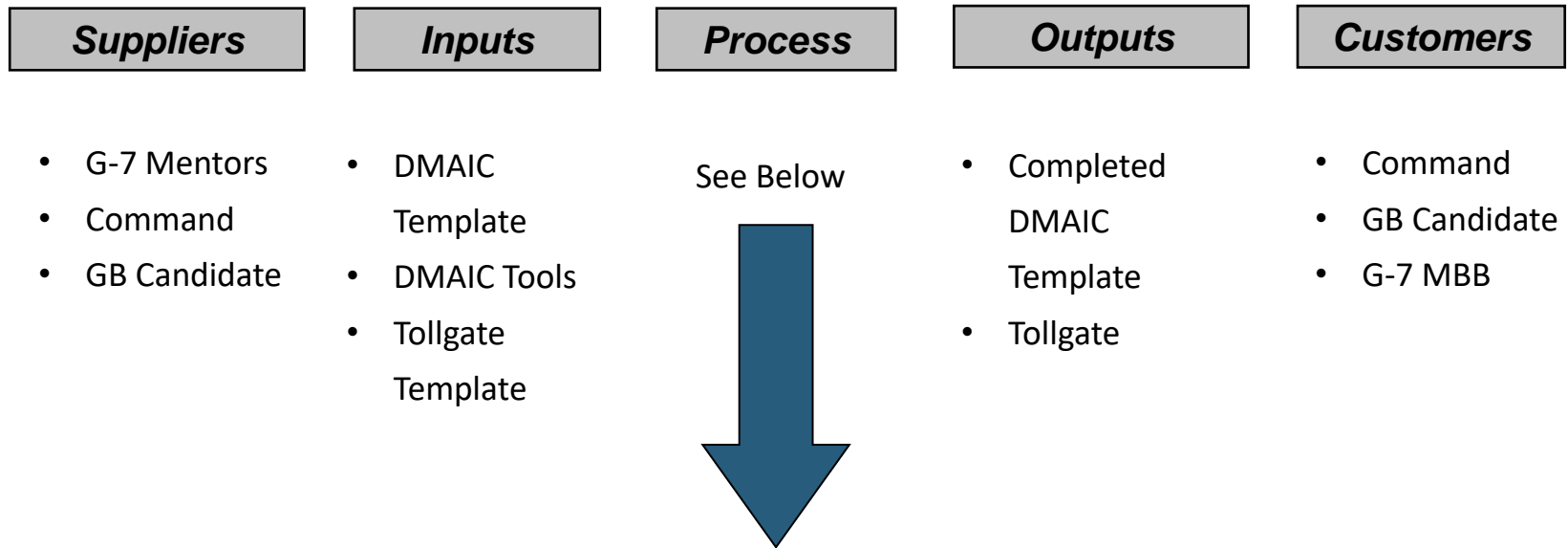


Green Belt Certification Requirements

- Lead a Project / Event or significant support of Black Belt Project
- Project/Event requirements:
 - Black Belt Mentor (G-7 approved)
 - Approves project/event
 - Mentors Green Belt during project/event
 - Provides G-7's P&I Branch with recommendation for certification
 - Demonstrated use of Lean Six Sigma Tools
 - Must be a benefit to the Marine Corps
 - Belt determines tools based on project/event
 - Required tools - all projects/events



Green Belt Certification SIPOC



Business Solution Request Form

https://www.quantico.marines.mil/Offices-Staff/G-7-Performance-and-External-Affairs/Continuous-Process-Improvement-CPI-Lean-Six-Sig...
Marine Corps Base Quantico...
MARINES
Home Offices & Staff Units/Tenant Commands News Resources Info
f t y i s p r

CONTINUOUS PROCESS IMPROVEMENT (CPI) & LEAN SIX SIGMA
Marine Corps Base Quantico G-7
Performance and Innovation

CPI & LEAN SIX SIGMA MISSION
To support the Region / Installation Commander in making operations throughout the installation easier, better, faster, and cheaper. This is accomplished through Continual Process Improvements (CPI), Lean Six Sigma Training, and Innovative Business Solutions.

CONTINUAL PROCESS IMPROVEMENT (CPI)
Continuous Process Improvement (CPI) is a critical component of the pursuit of business excellence and the foundation of all major quality frameworks.

Through the use of CPI, we align organizational processes with their strategic objectives by:

- Analyzing processes using DMAIC and Lean Six Sigma methodologies.

CPI CONTACT INFORMATION
3259 Catlin Ave
Quantico VA, 22134
(703) 784-8787/2794
MCINCR-MC-BQ_CPI_PROGRAM@usmc.mil

FORMS

- Business Solutions Request Form
- Lean Six Sigma Training Feedback Form

Do you know an organization or process that needs some assistance?
We can help!
Just fill out our Business Solutions Form and we will provide assistance!



G-7 Green Belt Mentoring Services

Mentors provide the following services:

- ✓ Provide guidance on project charters.
- ✓ Provide event/project coaching and assistance with meetings (as needed).
- ✓ Provide project assistance (tool identification and utilization).
- ✓ Review and provide guidance for tollgate and final out briefs prior to presentation.



G-7 Mentor Support Availability

CPI mentoring is based on the following:

- Command needs always have priority.
- Availability – First come, first serve.
- On a “demand pull” basis; you must arrange it.
- Attend scheduled periodic meetings as arranged.
- Mentors are to enable the project teams; teams still must be prepared to work.



Green Belt Resources

- Green Belt Course Training Material
- Templates
 - G-7 External Site
<https://www.quantico.marines.mil/Offices-Staff/G-7-Performance-and-External-Affairs/>
 - Useful templates uploaded as requested.

Once you are Certified

**WE ARE LOOKING FOR OTHERS THAT ARE
INTERESTED IN TEACHING!**



What We Have Covered: Course Goals

Understand Lean Six Sigma (LSS) / Continuous Process Improvement (CPI) tools and how to apply them to your workplace.

Understand the impacts of the Triple Constraints on processes.

Facilitate small Projects or Events to attack and solve current day problems.

Assist Black Belts on Command-wide Projects and Events.



Additional Training Information

Military Students

- The below training event codes (Table 77) replaced the Military Service School codes from (Table 02).
 - LX 3 LEAN SIX SIGMA - BLACK BELT
 - LE 3 LEAN SIX SIGMA - EXECUTIVE BELT
 - **LG 3 LEAN SIX SIGMA - GREEN BELT**
 - LY 3 LEAN SIX SIGMA - YELLOW BELT

