Improve NTS Efficiency

Project Approach

Overall Approach

- **Modified DMAIC approach**

- **No financials, but still need value case**

- **Initial data exploration and analysis prior to chartering**

- **Limited use of some tools because of difficulty in getting key stakeholders colocated to use tools**

Define Phase

- **Initial data collection and analysis**
- **Initial (email) interviews with others to get background**
- **Review with section leadership**
- **Charter following Lupton**
  - **Agree on scope**
  - **Agree on defect**
  - **Agree on target improvement**

Measure

- **Activities**
  - **Establish requirements**
  - **Understand current situation**
  - **Assess current capability**

- **Outcomes**
  - **Project plan**
  - **Data collection methodology**
  - **Measurement system evaluation**
  - **Baseline performance**
  - **Finalized charter**

Analyze

- **Activities**
  - **Identify and analyze potential root causes**
  - **Establish key input variables**
  - **Validate project goals**

- **Outcomes**
  - **Validated root causes**
  - **Key input variables**
  - **Validated targets**
  - **Finalized goals**

Improve

- **<u>Activities</u>**
  - **Optimize KIVs**
  - **Optimize process design**
  - **Set KIV limits**
  - **Establish change strategy and implementation plan**

- **<u>Outcomes</u>**
  - **Validated improvement and new sigma level**
  - **KIV Limits**
  - **Change Management Strategy**
  - **Implementation plan**

Control

- **<u>Activities</u>**
  - **Implement control plan**
  - **Monitor control system**

- **<u>Outcomes</u>**
  - **Control plan implemented**
  - **Transferred to process owner (part of standard NTS operation)**