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October 9 - 11, 2017 • Pre-conference Courses  
October 12 - 13, 2017 • Conference

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# Lean Six Sigma for IT

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13 October 2017

# Lean Six Sigma for IT

- This presentation will cover the initiation of projects, training structure, and lessons learned in identifying the projects, developing the training, and creating the culture.

# Why Lean Six Sigma for IT?

- Increase the Information Technology department's productivity as well as improve quality, reliability, and stakeholder experiences.



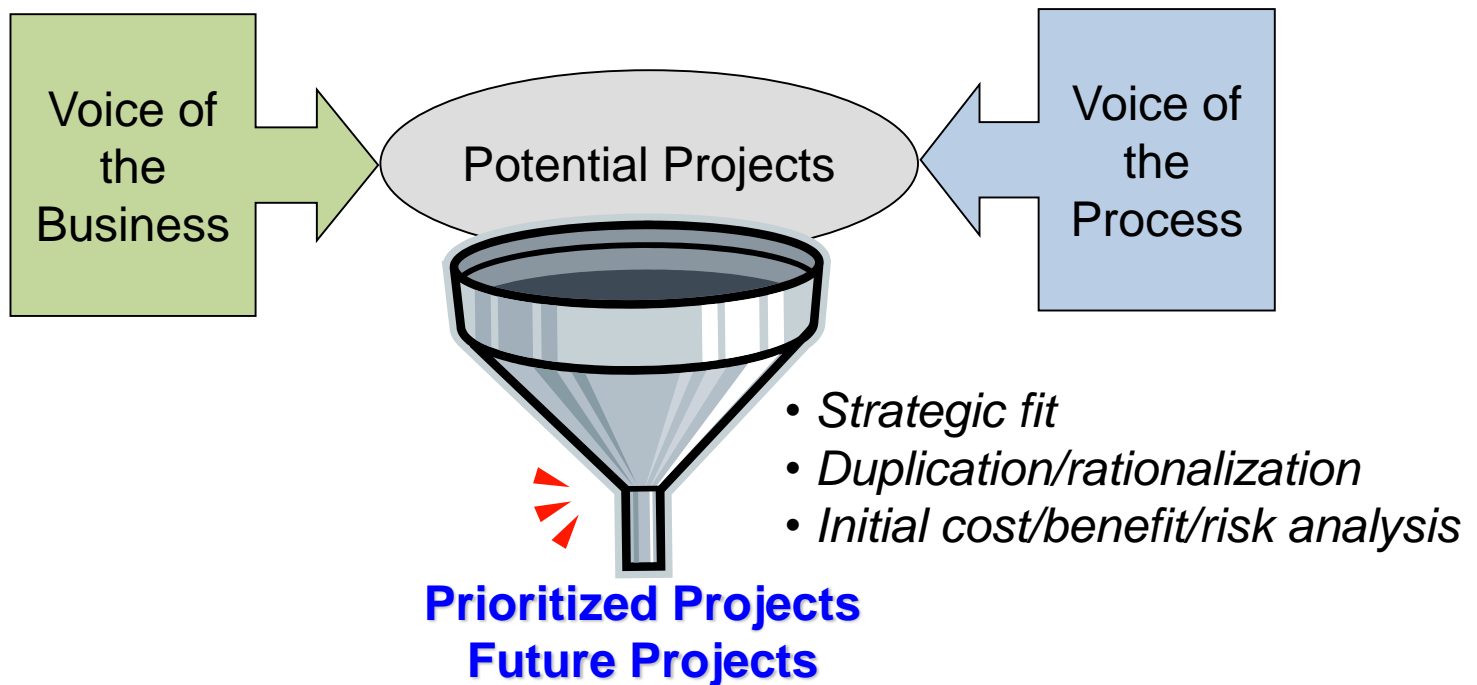
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# Stakeholders? What stakeholders?

- Although the IT Department was the main focus, others key processes that support IT were also involved in the projects and training such as:
  - Finance
  - Human Resources
  - Shared Services
  - Professors/instructors

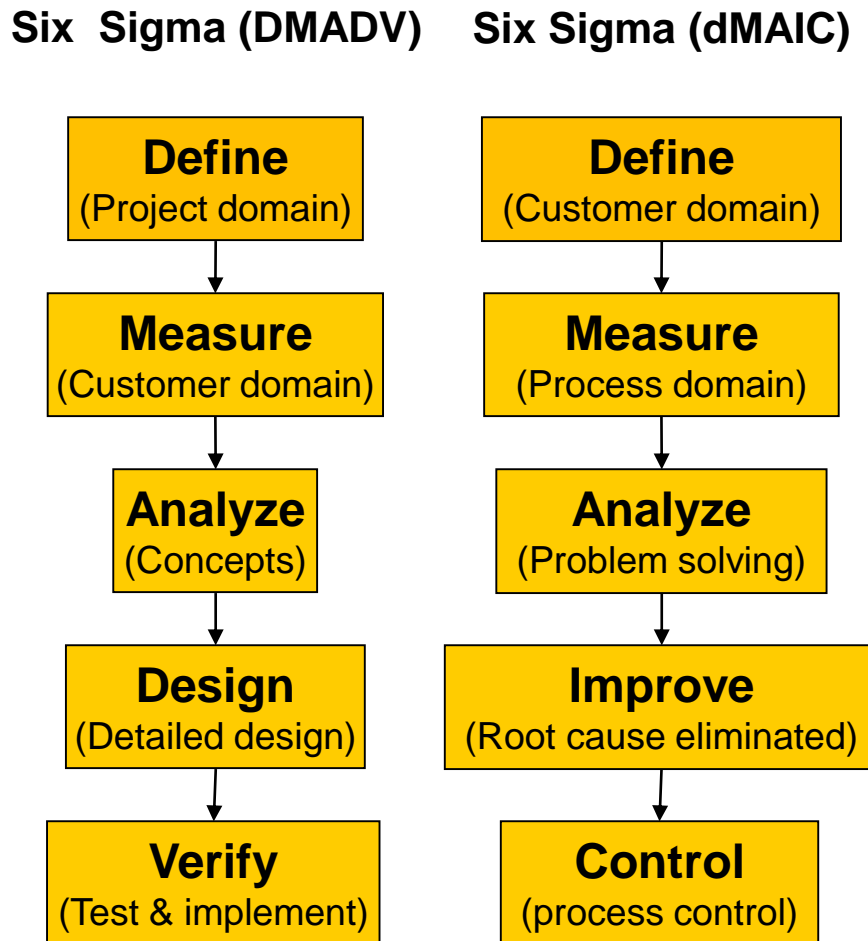
# Projects

- Initial projects were identified by the leadership team
- Based on upcoming needs and prioritized



# Training

- Blend of Lean, DMAIC, and Design for Six Sigma
  - Potential projects involved both design aspects and current process improvements.
  - Lean tools and techniques were introduced in each stage.



# Training

- Lean Six Sigma training was provided to more than 75 employees.
- Started with management but included employees at all levels.
- Each course included team members from the project teams identified.
- Each course had approximately 25 students which typically was 5 to 6 teams.
- Training sessions were held once a week for 5 weeks.

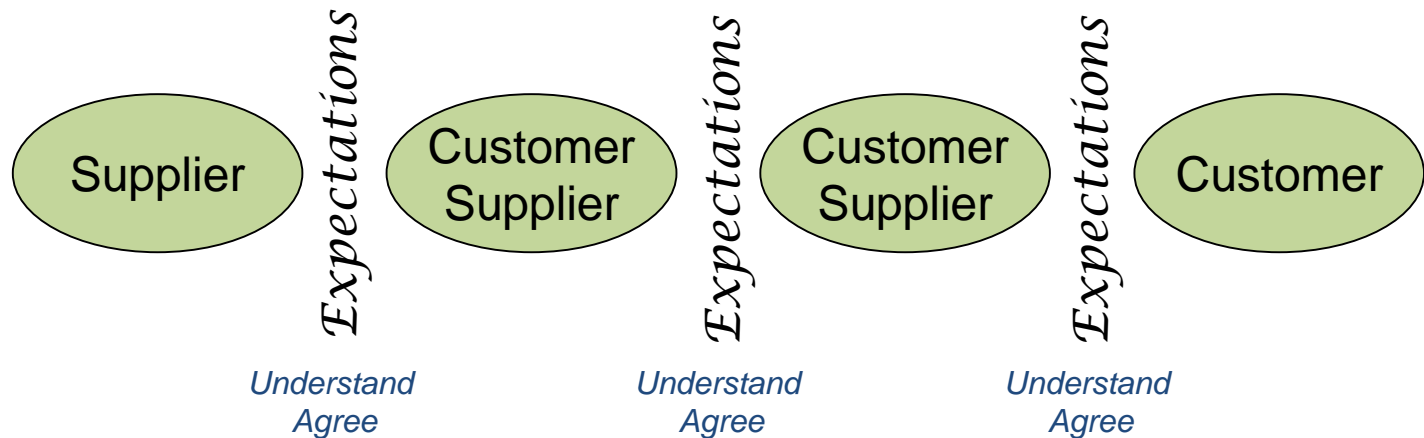
# Support for the Teams

- At the end of each training session, teams were given time to work on homework which was tied to their project and to what was covered in class.
- The instructor also assisted as a facilitator to the teams to help them through any difficult discussions or with any tools.
- The training sessions were held a week apart so teams could work on items between session.



# Culture Change

- The leadership team's goal was to create a culture where the quality and continuous improvement would be core competencies.
  - Striving to assure that people have the tools and experience needed to assure stakeholder satisfaction.
  - Checks/audits need to be consistent.
  - Stakeholders are important!



# Lessons Learned

- Identifying the projects
  - More than the leadership team is needed to identify potential projects
  - Prioritization is key
- Developing the training
  - Covering both design and process improvement
  - Lean thinking for IT
- Creating the culture
  - Blend of management and team members to create cohesion
  - Same language for improvement
  - Prevention/proactive root cause analysis
  - Auditing is not bad!

Thank You!!

*Questions?*