

$$C_{pk} = \min(C_{pU}, C_{pL})$$

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# WELCOME

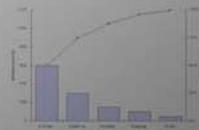
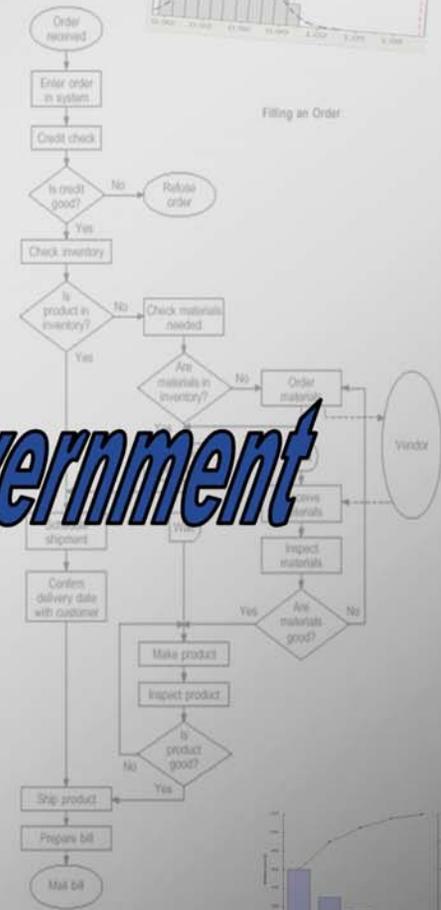
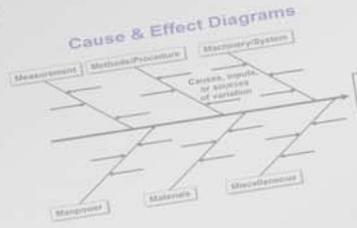
## To

# Lean Six Sigma in Federal Government

(An Oklahoma FEB Sponsored Forum)

## April 7th, 2009

"Building a Federal Community of Process Improvement & Quality Practitioners"



# FEB Lean Six Sigma In Federal Government: 1<sup>st</sup> Event of April 7<sup>th</sup> 2009



**Kick-Off by Program Sponsor:  
LeAnn Jenkins, Oklahoma Federal Executive Board**

# FEB Lean Six Sigma In Federal Government: 1<sup>st</sup> Event of April 7<sup>th</sup> 2009



**Kick-Off by Event Sponsor:  
Marshal Gimpel, Enterprise Services Center, Mike Monroney Aeronautical Center**

# FEB Lean Six Sigma In Federal Government: 1<sup>st</sup> Event of April 7<sup>th</sup> 2009



**Organizational Introductions:  
Dennis Scott, Altus AFB**

# FEB Lean Six Sigma In Federal Government:

1<sup>st</sup> Event of April 7<sup>th</sup> 2009

## LT Steve Michaud, USN

- **Mission** - to provide survivable communications links designed to be used in nuclear war to maintain communications between the decision makers (the National Command Authority) and the triad of strategic nuclear weapon delivery systems.
- **Navy TACAMO Air Wing**
  - Strategic Communications Wing ONE
  - Fleet Air Reconnaissance Squadron 3
  - Fleet Air Reconnaissance Squadron 4
  - Fleet Air Reconnaissance Squadron 7
- **Naval Support Units**
  - Personal Support Detachment
  - Center for Naval Aviation Technical Training
  - Naval Communications Unit



### Organizational Introductions:

Lt Steve Michaud,  
TACAMO Air Wing, USN



# FEB Lean Six Sigma In Federal Government: 1<sup>st</sup> Event of April 7<sup>th</sup> 2009



**Organizational Introductions:  
Wade Wolfe, Tinker AFB**

# FEB Lean Six Sigma In Federal Government: 1<sup>st</sup> Event of April 7<sup>th</sup> 2009



**Organizational Introductions:  
Mark Wagner,  
United States Postal Service**

# FEB Lean Six Sigma In Federal Government: 1<sup>st</sup> Event of April 7<sup>th</sup> 2009



**Organizational Introductions:  
Lt Col Brian Hellinger, Vance AFB**

# FEB Lean Six Sigma In Federal Government: 1<sup>st</sup> Event of April 7<sup>th</sup> 2009

**Organizational Introductions:  
Barbara Silva, Mike Monroney Aeronautical Center**



# FEB Lean Six Sigma In Federal Government: 1<sup>st</sup> Event of April 7<sup>th</sup> 2009



**MC Facilitator: Greg Logan,  
Enterprise Services Center**

# FEB Lean Six Sigma In Federal Government: 1<sup>st</sup> Event of April 7<sup>th</sup> 2009



Event Attendees (Our Community)

# FEB Lean Six Sigma In Federal Government: 1<sup>st</sup> Event of April 7<sup>th</sup> 2009



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# FEB Lean Six Sigma In Federal Government: 1<sup>st</sup> Event of April 7<sup>th</sup> 2009



**Presentation #1: "Deploying Lean Six Sigma – How Do You Start?",  
By Wade Wolfe, Tinker AFB**

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# FEB Lean Six Sigma In Federal Government: 1<sup>st</sup> Event of April 7<sup>th</sup> 2009

## Workshop #1: "5S – Principles and Application", By Lt Steve Michaud, USN



# FEB Lean Six Sigma In Federal Government: 1<sup>st</sup> Event of April 7<sup>th</sup> 2009



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**Workshop #2: "Lean vs Six Sigma",  
By Stacia Franks and Jeff LeCompte , Tinker AFB**

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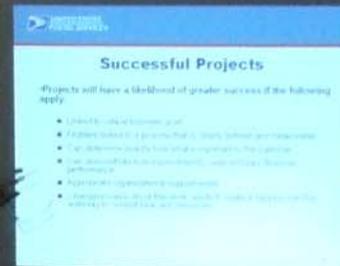
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**Workshop #3: “How to Find Process Improvement Projects”,  
By Mark Wagner, United States Postal Service**



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- Successful Projects**
- Projects will have a likelihood of greater success if the following apply:
- Limited scope of business unit
  - Problem defined & process that is clearly defined and measurable
  - High performance level to target and a capability to measure it
  - Low accountability to the sponsor/steering committee/ executive performance
  - High level of operational support
  - Management level of the sponsor capable of supporting the project

**Workshop #3: "How To Find Process Improvement Projects",  
By Mark Wagner, USPS**

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**Objective of a Project Selection Process**

- To create a prioritized pipeline of high-impact projects.
  - Focusing on the key issues confronting the business
  - That can be assigned and completed in a timely manner
- The project selection process is a sustainable system that provides a steady stream of good projects.

**Workshop #3: “How To Find Process Improvement Projects”,  
By Mark Wagner, USPS**

# FEB Lean Six Sigma In Federal Government: 1<sup>st</sup> Event of April 7<sup>th</sup> 2009



**Workshop #4: "Selecting the Right People  
(What Makes A good Black Belt?)",  
By Greg Logan, Enterprise Services Center**

# FEB Lean Six Sigma In Federal Government: 1<sup>st</sup> Event of April 7<sup>th</sup> 2009



**Workshop #4: "Selecting the Right People  
(What Makes A good Black Belt?)",  
By Greg Logan, Enterprise Services Center**

# FEB Lean Six Sigma In Federal Government: 1<sup>st</sup> Event of April 7<sup>th</sup> 2009

## Desired Skills & Attributes of a Black Belt (Survey Says .....)

### Survey Results (N=939): Top Three Skills or Characteristics for a Successful Black Belt

Adaptable **Analytical** Anticipates needs Approachable Asks the right questions Assertive  
 Assessment skills Business savvy Can sell Six Sigma Challenges the status quo **Change agent** Cognitive skills  
 Common sense **Communication** Compassionate Computer savvy Confident Conflict resolution  
 Corporate culture savvy Corporate political savvy Courageous Creative/Innovative Cultural awareness  
 Customer service oriented Decision making Dedicated Detail oriented Determined Diligent Diplomacy  
 Disciplined Empathy Energy/Enthusiasm Executes Experienced **Facilitation** Flexible Focused  
 Follows through Friendly Goal oriented Gracious Hardworking Honest Humble Inquisitive Insightful Integrity  
**Interpersonal** Intuitive **Leadership** Learner **Listening** Logical  
**Mentor/Coach** Methodical **Motivates/Influences others** Multitasking Negotiation  
 Networking Open-minded Optimist **Organization** Passion Patient Perseverant Persistent  
 Persuasive Positive attitude Pragmatic Presentation Proactive Process oriented **Project**  
**Management** Pugnacious Resourceful Respected Respectful Results oriented Risk taker Sees the big picture  
 Self-motivated Sense of humor Sense of urgency Six Sigma software savvy Tactical **Team leadership**  
 Team player **Technical** Tenacious Time management Tolerant of ambiguity Trustworthy  
 Understands the business Visionary

ESC Survey Source: iSixSigma Magazine, January/February 2008 Edition

Simplify your work

**Workshop #4: "Selecting the Right People  
(What Makes A good Black Belt?)",  
By Greg Logan, Enterprise Services Center**

# FEB Lean Six Sigma In Federal Government: 1<sup>st</sup> Event of April 7<sup>th</sup> 2009



**Brainstorming Future Event Agenda Items, Workshops, and Presentations**

# FEB Lean Six Sigma In Federal Government: 1<sup>st</sup> Event of April 7<sup>th</sup> 2009



**Brainstorming Future Event Agenda Items, Workshops, and Presentations  
(Multi-Voting)**

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**Brainstorming Future Event Agenda Items, Workshops, and Presentations  
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**Brainstorming Future Event Agenda Items, Workshops, and Presentations  
(Multi-Voting)**

# FEB Lean Six Sigma In Federal Government:

1<sup>st</sup> Event of April 7<sup>th</sup> 2009

- ② VSM PRIMER
- ③ E & E DIAGRAM
- ④ PARETO
- ⑩ RCA (Root Cause)
- ⑥ TEAM Roadblocks
- ⑦ SIPOC
- ⑤ CHANGE MANAGEMENT STRATEGIC MANAGING THE

- ① How to EFFECTIVELY SUSTAIN INITIATIVE
- ⑨ "THE STATISTICS" SIDS  
HISTOGRAMS  
CONTROL CHARTS/SYSTEMS
- ⑪ How to OVERCOME "THIS DOESN'T APPLY TO ME"

- VOC - WHO IS THE VOC?
- ⑤ How to engage Customers when they didn't ask for it?
- ④ Tech

## IDEAS ①

### CASE STUDY

QUAL WORKERS / PRACTITIONERS

BEFORE / AFTER PICS!

CONNECT VIA TECH

NET MTBS

NETWORKING SITE (BLOG)

PROJECT PRIORITIZATION

CRITERIA / EXAMPLES

POINTS TO SEE

EXAMPLES (eg. TINKER)

REAL EXAMPLES OF

REWARDS / INCENTIVES

PERFORMANCE HIGHLIGHTS!

1 - MFG'ING EXAMPLES

SERVICES

ADMIN

ACQ

- MAINTAINING COST SAVINGS FOR RE-INVESTMENT INTO OUR ORG.
- HOW TO STREAMLINE FEDERALLY MANDATED PROCESSES
- ENERGY CONSERVATION

- CONTROL
- INTRA-O
- GREEN/ACCRA
- LEAN?
- MEDIATION
- EXAMPLES

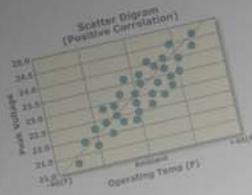
- ② - FEB COMM. OF PRACTICE
- INVOLVEMENT OF OTHER AGENCIES (eg. FBI)
- CPI AS IT RELATES TO CONTRACTORS
- FINANCIAL VALIDATION!

- ③ - ANSWERS TO THAW FROZEN MIDDLE MGMT
- DISPENSING MYTHS REGARDING LSS

- ④ - PROJECT CHARTERS / SELECTION / SCOPE

- Wade is
- MORE
- Proj
- INFO
- REAL
- ROOT
- PANEL OF EXPERT
- WE PROVIDE QUESTIONS

Brainstorming Future Event Agenda Items, Workshops, and Presentations  
Results: Lots of Good Ideas!



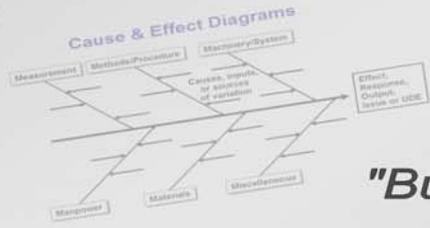
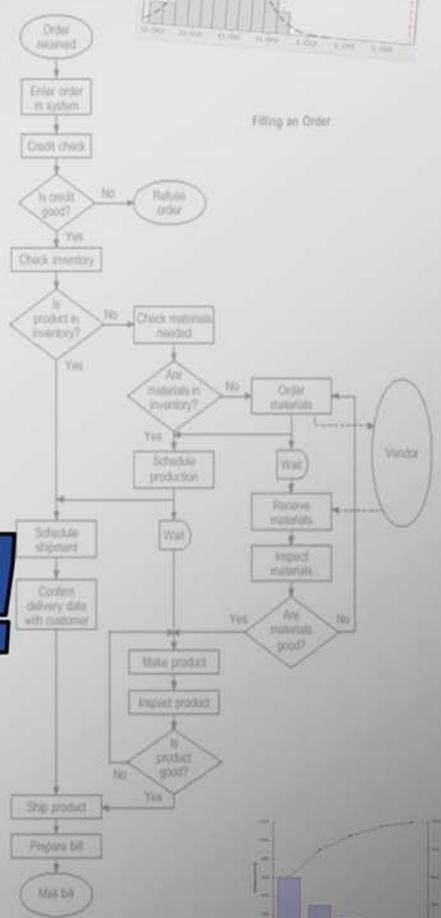
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# End of Event

# Thanks for Coming!



*"Building a Federal Community of Process Improvement & Quality Practitioners"*

