ACCEPTABLE CONTINUOUS IMPROVEMENT PROJECTS

Acceptable continuous improvement projects are those projects where a candidate has taken a systematic and data driven approach (e.g., using the Six Sigma DMAIC problem solving methodology) toward solving an industry problem. Projects should demonstrate a quantifiable improvement (or at least the potential for improvement) in at least one of the following areas.

- Reduce processing costs
- Reduce process time or lead time
- Reduce rework/scrap/parts per million defective/defects per million opportunity
- Reduce inventory or floor space
- Reduce wait time, setup time or other non-value add time
- Increase system capacity and operational efficiency
- Increase revenue

Manufacturing Project Examples:

- Improve conformance to customer use/specifications (warranty, customer satisfaction)
- Improve conformance to internal product specifications (scrap, rework, etc.)
- Improve operational efficiency (process time, material usage, equipment and facility usage)

Non-Manufacturing/Operations Project Examples:

- Reduce customer complaints (call center, service center, etc.)
- Improve internal business processes (payroll systems, mail systems, accounting, cash flow)
- Improve order processing (internal processing time/errors)
- Improve human resource management processes (hiring, staffing, training, benefits analysis)
- Improve IT Systems (improve information flow, reduce complaints, etc.)