

Qimpro Convention 2010
QualTech Prize for Improvements in Business Processes

Check List

- ▶ Use of a structured quality improvement process. Eg: Six Sigma, Lean, Lean Six Sigma, TQM, etc.
- ▶ Application of quality improvement tools. Eg: Process Mapping, Cause-Effect Diagram, Histograms, Scatter Diagrams, Box Plots, etc.
- ▶ You are constantly improving your processes by doing one or more of the following:
 - SIMPLIFYING - Stop doing unnecessary things
 - IMPROVING - Doing things better

ALL PROJECT REPORTS MUST BE SUBMITTED ONLINE. THIS DOCUMENT IS ONLY FOR REFERENCE.

COMPANY PROFILE – (max 250 words)

PROJECT SUMMARY – (max 500 words)

PRESENTER DETAILS

| | |
|-----------------|----------------|
| Name* | Name |
| Designation* | Designation |
| Address* | Address |
| Phone / Mobile* | Phone / Mobile |
| Email* | Email |

AUTHOR DETAILS

| | |
|-----------------|----------------|
| Name* | Name |
| Designation* | Designation |
| Address* | Address |
| Phone / Mobile* | Phone / Mobile |
| Email* | Email |

TEAM MEMBER DETAILS (5)...for additional team members, please email us the details

| | |
|-----------------|----------------|
| Name* | Name |
| Designation* | Designation |
| Address* | Address |
| Phone / Mobile* | Phone / Mobile |
| Email* | Email |

1. IDENTIFYING THE PROJECT

1.1. Identifying the problem

- a. What was the process used to identify and prioritize this problem? – (max 250 words)
- b. Why is it important to solve the problem now? – (max 250 words)
- c. How does the problem align with strategic goals of the organization? – (max 250 words)
- d. Problem Statement – (max 250 words)
- e. Mapping the "AS IS" process – (max 250 words)

1.2. Defining customer CTQs (Critical to Quality)

- a. Collecting data on customer priorities – (max 250 words)
- b. Identifying and prioritizing project CTQs – (max 250 words)

Confidential Information (if any) for Examiners Only – (max 250 words)

2. MEASURING THE BASELINE

2.1. Description of the measurement system used to measure baseline performance

- a. Data collection plan – (max 250 words)
- b. Operational definitions – (max 250 words)
- c. Measurement system analysis (Gage R&R) – (max 250 words)

2.2. Data collection strategies

- a. Data stratification, and sampling plans – (max 250 words)
- b. Data collection worksheets – (max 250 words)

2.3. Basic and descriptive statistics of baseline performance – (max 250 words)

2.4. Quantification of baseline performance (Sigma level or, PPM, or DPMO, or any other process metric) – (max 250 words)

Confidential Information (if any) for Examiners Only – (max 250 words)

3. DIAGNOSING THE CAUSES

3.1. Process for identification and prioritization of high level causes

- a. Fishbone diagram – (max 250 words)
- b. Cause and effect matrix, or FMEA, or any other prioritization tool – (max 250 words)

3.2. Process for "Root-Cause Drill down" (Why, Why, Why analysis, or any other method/s) – (max 250 words)

3.3. Process for testing of theories (Hypothesis testing, or DOE, or any other experimentation method/s) – (max 250 words)

3.4. Validating the root-causes (Regression analysis) – (max 250 words)

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4. REMEDYING THE CAUSES

- 4.1. Process for identification and prioritization of possible solutions (Brainstorming, or creativity tools, or any other method/s) – (max 250 words)
- 4.2. Process for choosing the best solution/s (Cost benefit analysis, evaluation matrix, or any other method/s) – (max 250 words)
- 4.3. Process for validating that the solutions work (Hypothesis testing, or DOE, or any other experimentation method/s) – (max 250 words)

Confidential Information (if any) for Examiners Only – (max 250 words)

5. IMPLEMENTING THE SOLUTION

- 5.1. Process for planning and executing the finalized solutions – (max 250 words)
- 5.2. How did you tackle resistance? – (max 250 words)

Confidential Information (if any) for Examiners Only – (max 250 words)

6. HOLDING AND SUSTAINING THE IMPROVEMENTS

- 6.1. Processes to ensure that the gains from the implemented improvements are sustainable – (max 250 words)
- 6.2. Plans for replicating gains in similar processes across other locations throughout the organization – (max 250 words)

Confidential Information (if any) for Examiners Only – (max 250 words)

7. BENEFITS

- 7.1. Tangible – (max 250 words)
- 7.2. Intangible – (max 250 words)

Confidential Information (if any) for Examiners Only – (max 250 words)

8. ANNEXURES

You may attach up to 8 files – (Cumulative size 4MB)

Please ensure that all annexures are correctly cross-referenced in the project report