

**Results. By the Numbers.
Guaranteed.**



**A Shared Services Organization:
A Six Sigma Deployment in Multiple
Departments**

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Executive Summary

Industry Department: Shared Services in an Organization

Process: Several problems identified, customers mentioned product shipping, billing and credit, and customer service areas.

Objectives:

- Six Sigma rolled out into several departments of the company
- Ten major projects carried out
- **Save \$25 million.**

Timeline:

- Results from projects were measured two and a half years after initial executive training began.

Key Tools Used:

- 10 full time Black Belts
- 9 Champions
- Tools Used include but not limited to:
 - Flow charting, Cause and Effect Matrix, Pareto Charts, Failure Modes and Effect Analysis, Regression Modeling, and Control Plans.
- **SBTI can train your company on all of these tools, techniques, and certification**

Deliverables:

- New processes were put into place in many parts of the company, employees were trained in them, and incentive programs relating to performance were also initiated.
- Examples of other improvements made include:
 - Common Processes
 - New Trucking Contracts
 - Fixing Customer and Product Masters
 - Bar Coding

Metrics or Results:

- **Savings of \$34 million were realized.**
- Perfect order fulfillment increased by 60%.
- Breakdown of savings by department:
 - Logistics 50%
 - Customer Service 20%
 - Production Planning 15%
 - Finance and Administration 10%
 - Others 5%

Lessons learned:

- Six Sigma deployment is not limited to manufacturing and can result in huge gains.