

CASES

NESI INTELLIGENCE FOR BUSINESS

Office Process Optimization with Lean Six Sigma Yellow Belt Training



Lean Six Sigma has great potential in **administrative projects**, applicable to any company seeking **sustainable and continuous optimization**.

The methodology not only reduces the lead time of activities and increases customer satisfaction, but also exercises the **critical thinking** of employees.

Through statistical root cause analysis, Lean Six Sigma makes it possible to identify and eliminate waste and bottlenecks, making processes more agile, assertive and aligned with the organization's strategic objectives.

Challenge

With rapid growth, this service company needed a **robust Operational Efficiency model to ensure scalability**. The existing processes, designed for a smaller operation, proved insufficient for the increased demand.

In addition, the integration of new areas and services increased complexity, requiring strict control to avoid waste and rework. The situation highlighted the urgent need for an efficient structure capable of **sustaining growth without compromising quality**.

Solution

To promote engagement and ensure the correct application of the methodology, we **trained the management layer at Yellow Belt level**.

Unlike traditional Champions training, here managers led projects in their own areas, testing and improving the methodology as a pillar of Operational Efficiency. This not only ensured in-depth understanding, but also created internal leaders capable of promoting continuous improvement.

To ensure the **results of the projects**, we provided **mentoring** for three months, with **face-to-face meetings** to follow up, guaranteeing the progress and alignment of the initiatives with the company's strategic objectives..

Tools used in Optimizations

In administrative projects, we used an **advanced Process Mapping** approach. Instead of just identifying steps, we also analyzed the **variables that impacted the main performance indicator**.

Whether through process mapping or, in some cases, using the **Ishikawa** tool, this detailed analysis helped define the essential variables for data collection.

In one of our flagship projects, we implemented a package of process improvements and validated these changes in a controlled group, while the rest of the area maintained current practices. This technique, known as **BACI**, made it possible to **compare the results of the group that made the changes with those of the group that maintained the same procedures**, generating reliable results on the impact of the changes.

In addition, we applied **statistically-based interviewing tools**, the main one being **Max-Diff**. This tool generates a forced ranking of the respondent's preferences for a list of items.

What sets Max-Diff apart is its **ability to accurately capture preferences**, forcing the respondent to prioritize choices, which avoids neutral or ambiguous answers. With this, Max-Diff made it possible to clearly identify the strongest and least desired preferences within the set of options, providing a more **detailed view of the items of greatest value to the customer**.

NESI Intelligence offers expertise in operational efficiency programs, promoting sustainable optimization and consistent results. With our approach, companies achieve significant reductions in waste and increase productivity, in line with long-term strategic objectives.