OVERVIEW

Process Capability
Process capability refers to the ability of a process to produce a defect-free product or service. It is important to establish a baseline as a starting point to measure the changes achieved with any process improvement.

Defect
A defect is a product or service that does not meet the specified process requirements. Defects are measured and used to understand how the process is performing.

Operational Definition
This refers to a clear and precise description of a particular term or item used in the process. The operational definition helps ensure common, consistent data collection and interpretation of results. For example, in a Financial Aid project, the definitions of “Award” and “Disbursement” would clearly be stated before measuring the process.

Sigma Level Goal
Six Sigma establishes a goal for continuous process improvement. Sigma is a statistical term that measures variation in a set of data, events, or process. For example, if a payroll process defined a defect as an “incorrect” paycheck, the process would be operating at a 6 sigma level if it only produced 3.4 incorrect checks for every million it generated.

Determining sigma levels of processes (1 sigma, 6 sigma, etc.) allows process performance to be compared throughout an entire organization, because it is independent of the process. It is a determination of opportunities and defects; however, the terms are appropriately defined for that specific process.

Voicing
Voicing describes the process of capturing the stated or unstated needs or requirements of the key entities tied to the process or product. Typical voicing sources include the customer, employee, institution/organization, or the process itself. The purpose of this process is to proactively capture the changing requirements of the different entities.

ROLES

"Belts"
In the Six Sigma initiative, there are defined roles. These include the Yellow Belt, Green Belt, and Black Belt.

The Yellow Belt is any employee of an organization who has completed training on the basic fundamentals of the Six Sigma improvement process. Yellow Belts may be asked to participate on teams.

The Green Belt is an employee of an organization who is trained on the improvement methodology of Six Sigma and may lead a process improvement team as part of their full-time job. Green Belts participate on teams.

The Black Belt is trained on the improvement methodology of Six Sigma and process improvement tools. Black Belts lead teams through college-wide process improvement projects, train Yellow and Green Belts, work with administration on all aspects of Six Sigma, map processes, or facilitate meetings. The role of the Black Belt is filled by a full-time person dedicated to leading the change initiative.

Deployment Champion
The deployment champion shapes the vision for Six Sigma, helps select projects, mentors Black Belts, removes barriers, and works with the administrative team to allocate resources or coordinate project ideas.

FREP (Financial Representative)
The FREP is someone independent of the team project. The person validates project benefits or certain parts of the project.

Process Owner
The process owner is responsible for identifying processes, determining process requirements of students and stakeholders, managing processes to ensure requirements are met, monitoring processes for performance, sustaining the gains, and identifying future improvement opportunities. The person has the authority and ability to make changes to the process while working with stakeholders. The process owner is also responsible for “hand-off” tasks from the improvement team.

Project Sponsor
Project sponsors are senior leaders who have authority and ownership for processes being improved. The person is accountable for delivering results, supporting the project team by providing resources and removing barriers, assisting in writing the project charters, and encouraging the team not to rush to solutions.