

3rd Six Sigma Forum in Bahrain

Six Sigma Implementation in MENA Region across Industries

Presented by :

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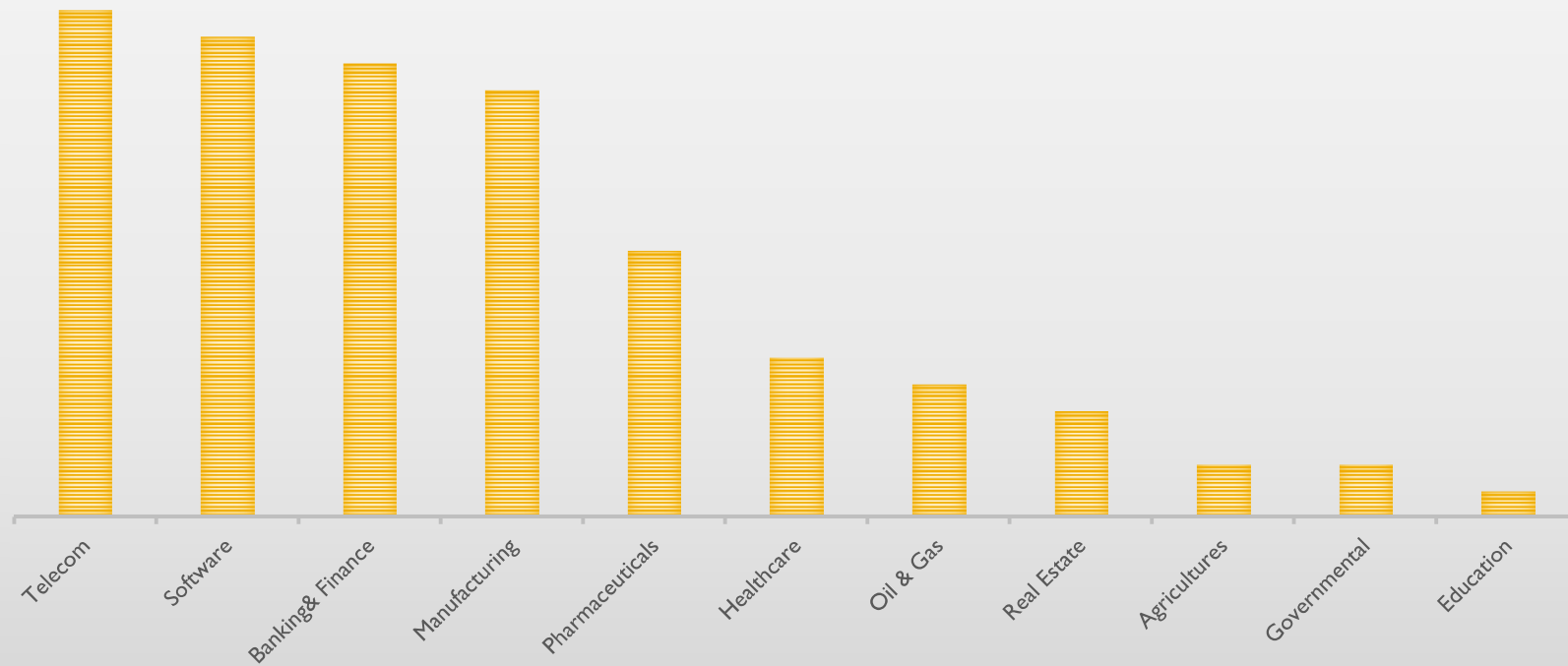
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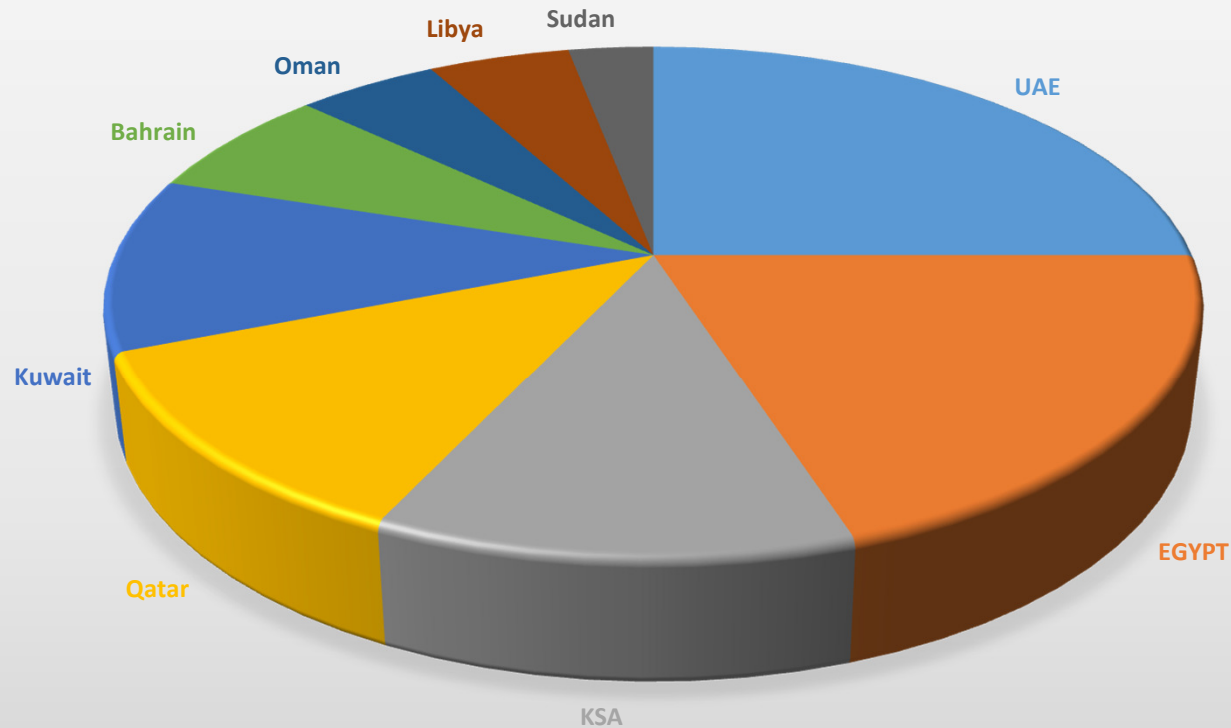
1. Ranking of industries implementing Six Sigma in MENA region.

RANKING OF INDUSTRIES IMPLEMENTING SIX SIGMA IN MENA REGION



2. Implementation trends in MENA Region

RANKING OF COUNTRIES IMPLEMENTING SIX SIGMA IN MENA REGION



3.Six Sigma Deployment Models in MENA Region

Deployment Models in MENA Region

1. Formal Deployment

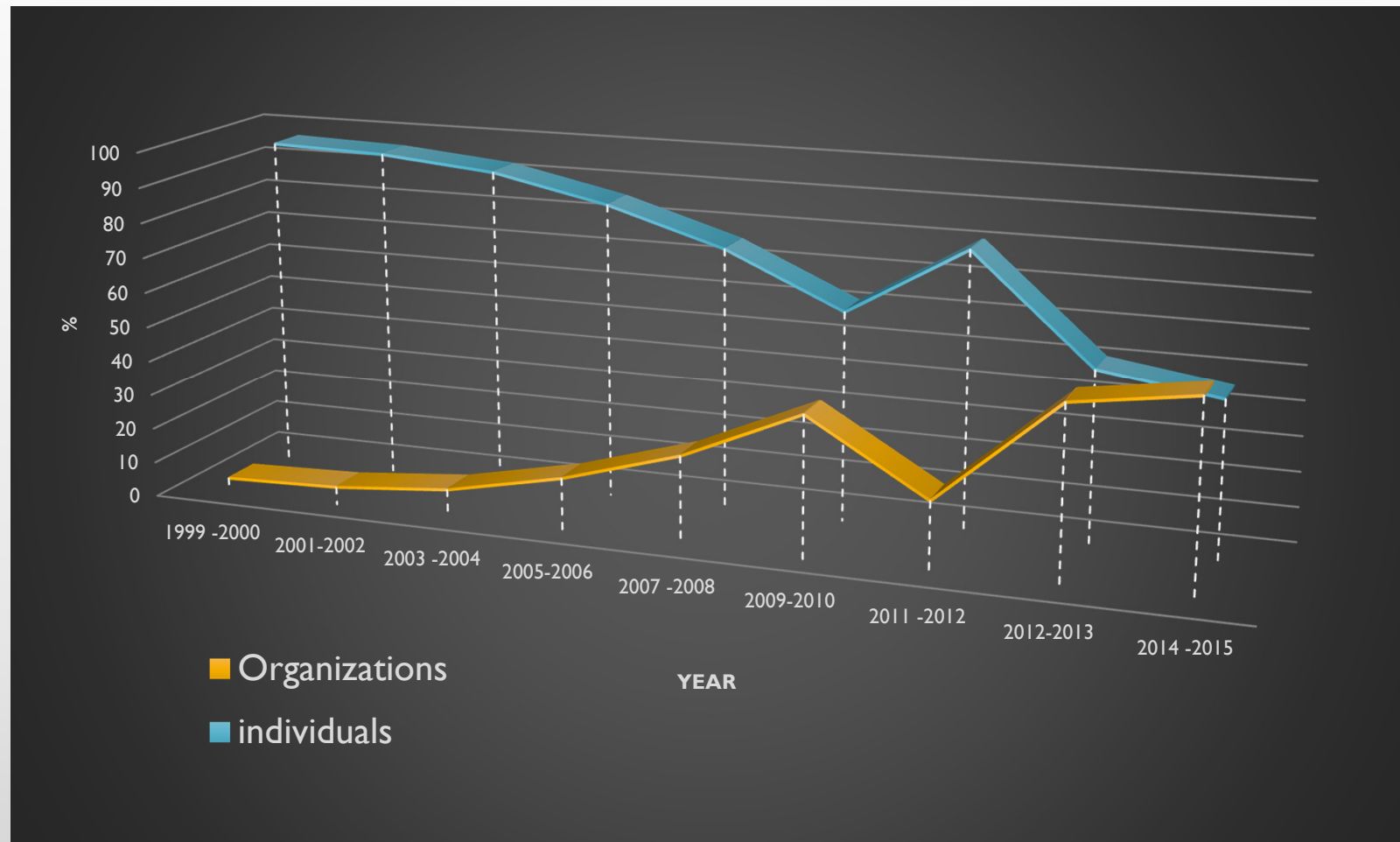
A company which is seeking implementation of Six Sigma as a methodology for continuous improvement.

2. Informal Deployment.

Individuals seeking enhancement of their career by getting certificates in Six Sigma.

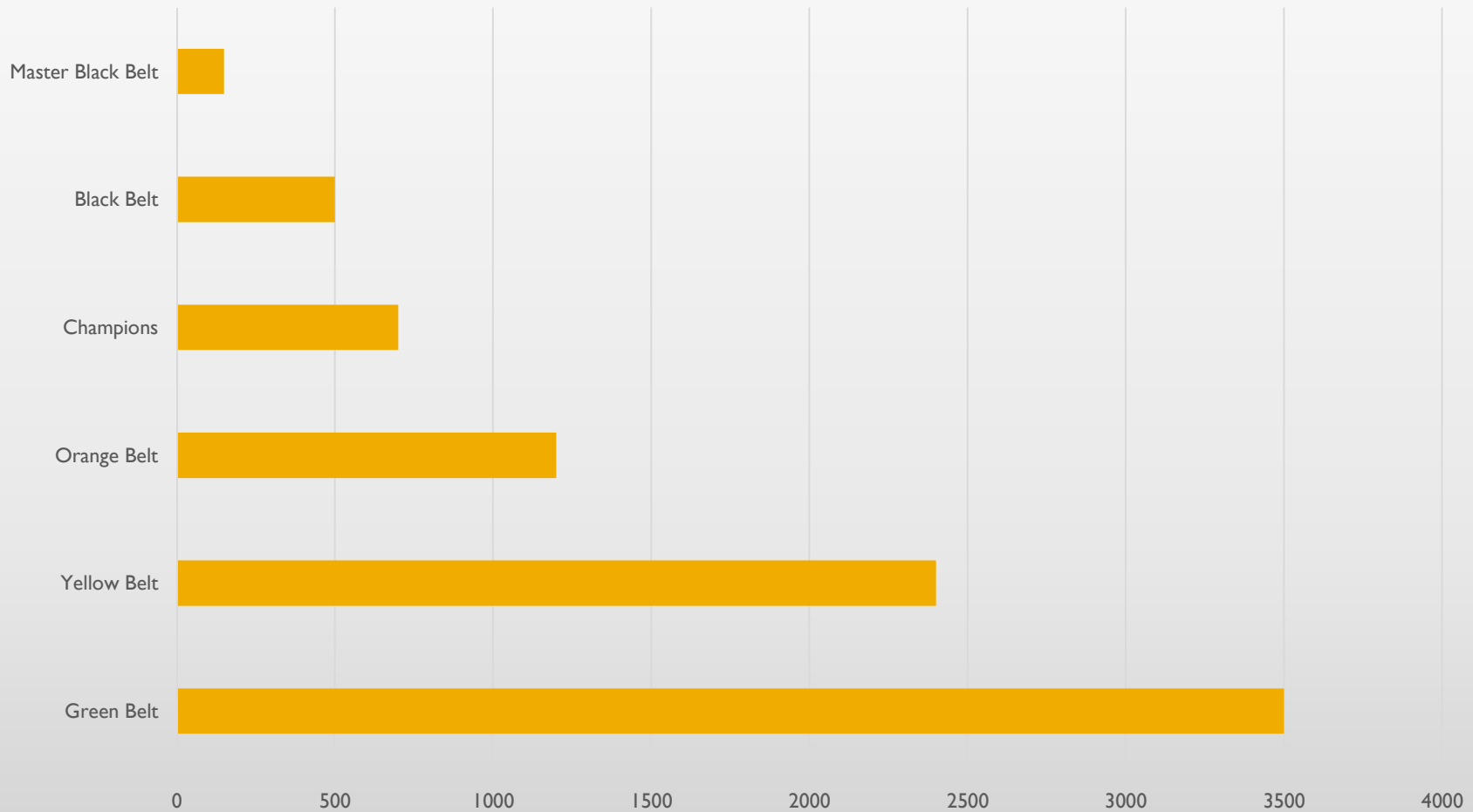
In Egypt, 35% of informal Deployment turns into a formal, by convincing Top Management with Six Sigma benefits through implementing project with a financial gains proof for their projects.

4. Six Sigma Initiatives Sources [Individuals VS Organizations]



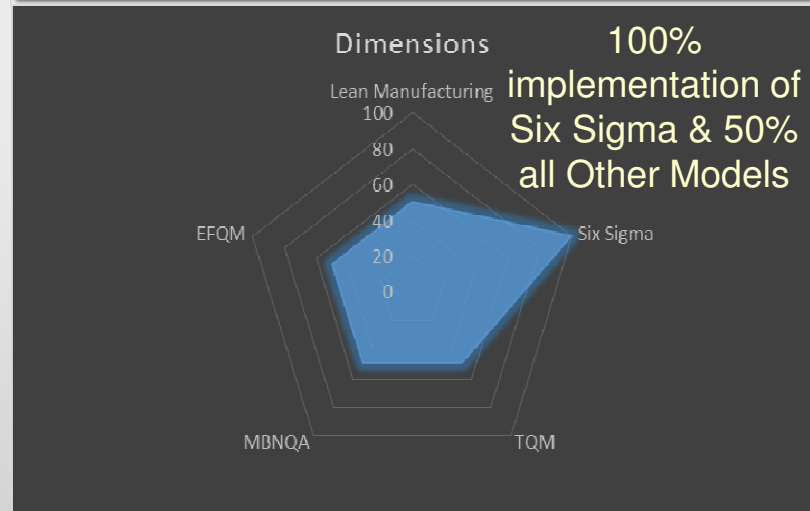
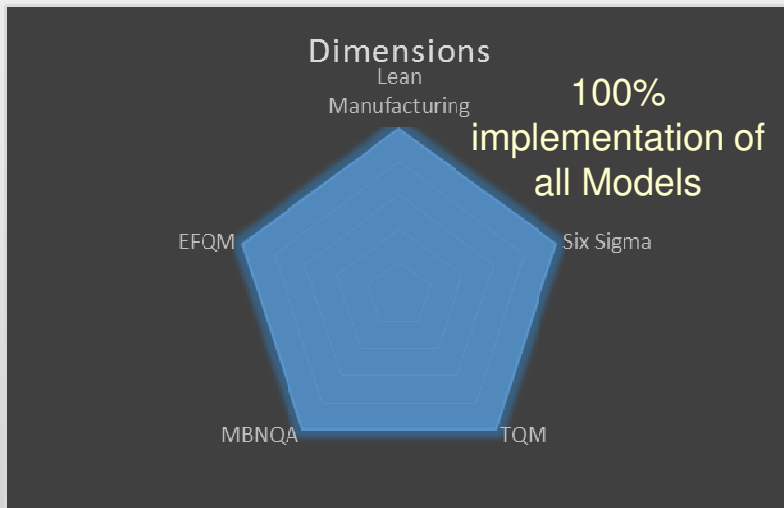
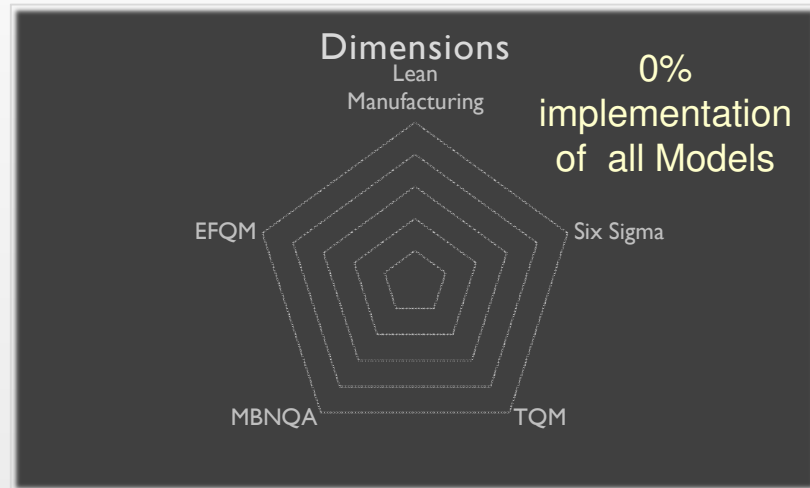
5. Number of Six Sigma Certified Professionals in EGYPT

Number for Six Sigma Certified Professionals in EGYPT

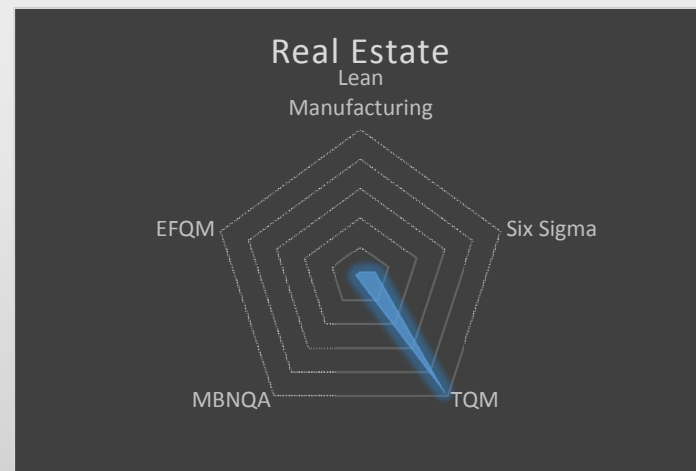
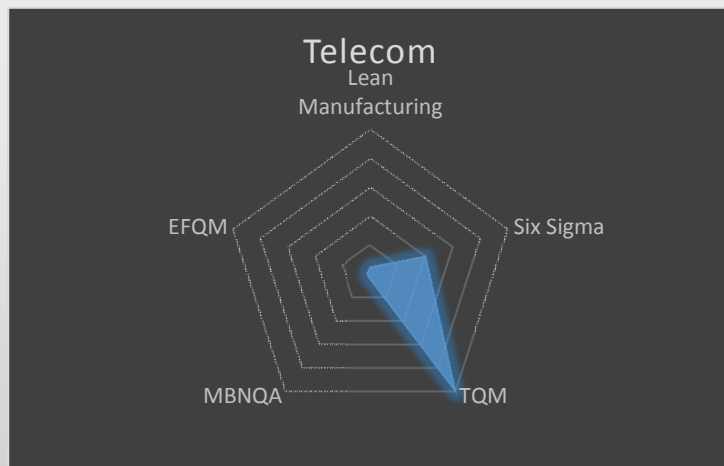
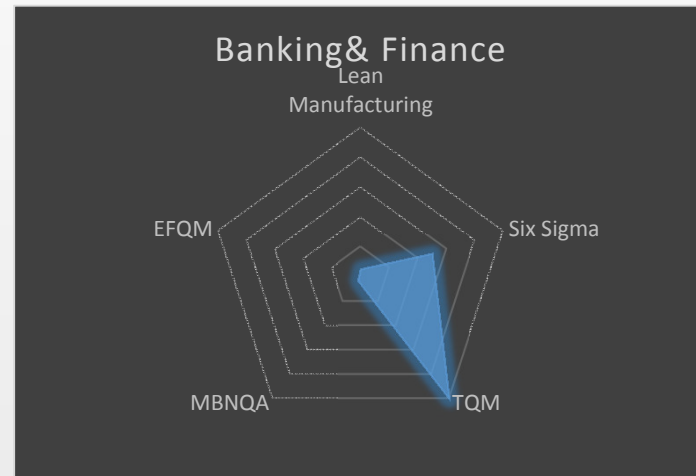
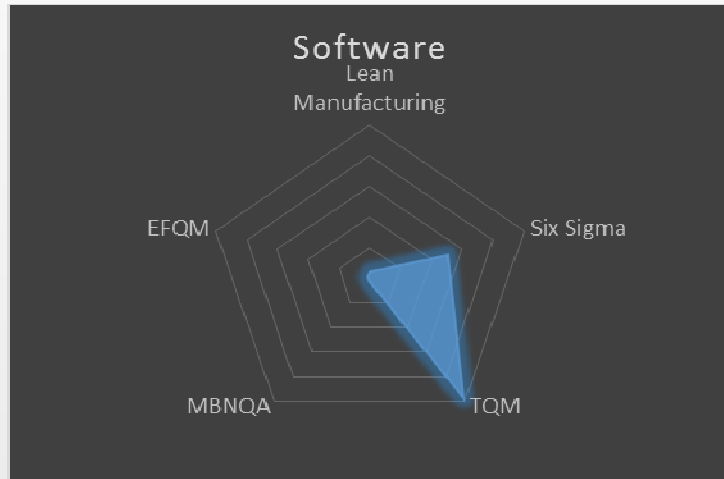


6. Implementation of versus Excellence Models: Six Sigma, Lean, TQM, EFQM, MBNQA per sector in MENA Region

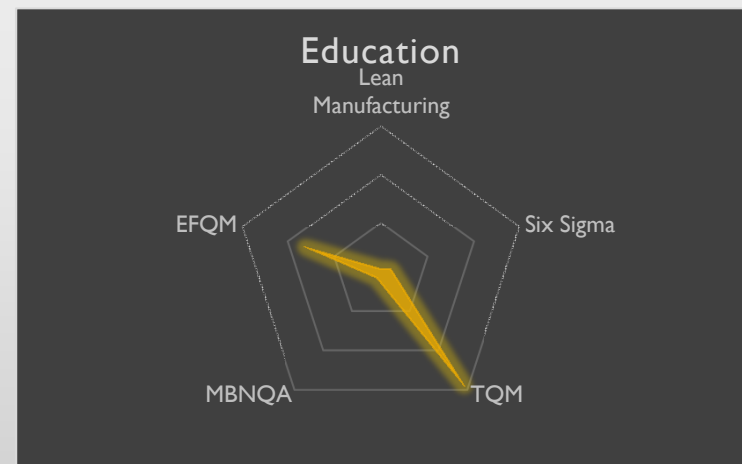
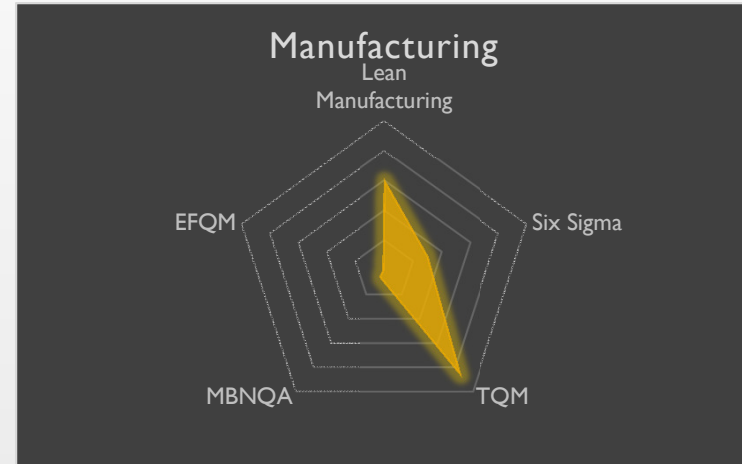
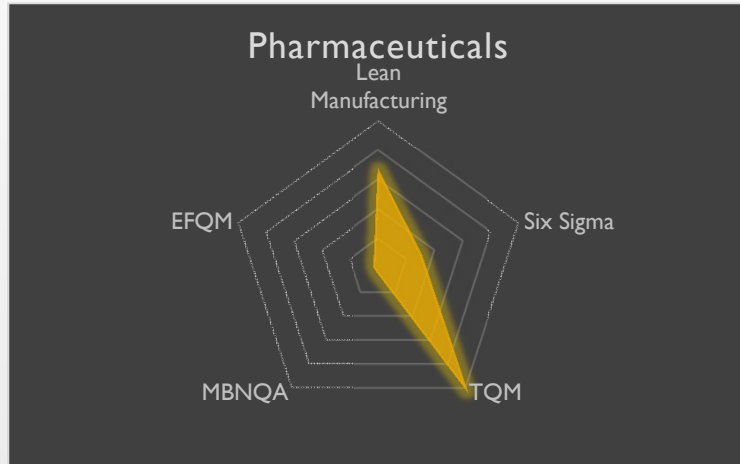
Spider or Radar Chart



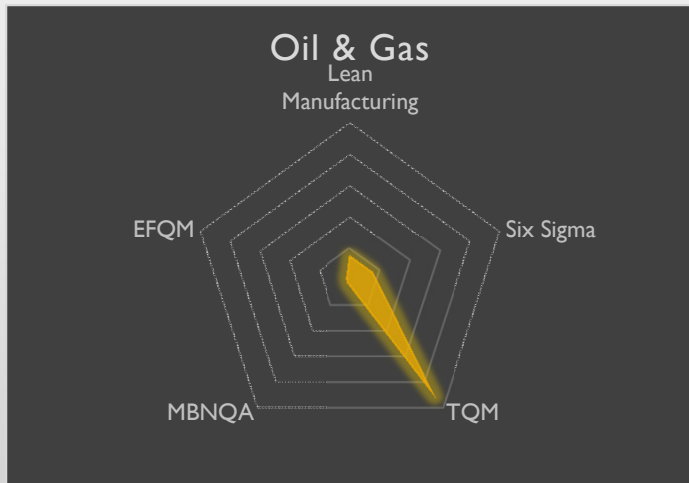
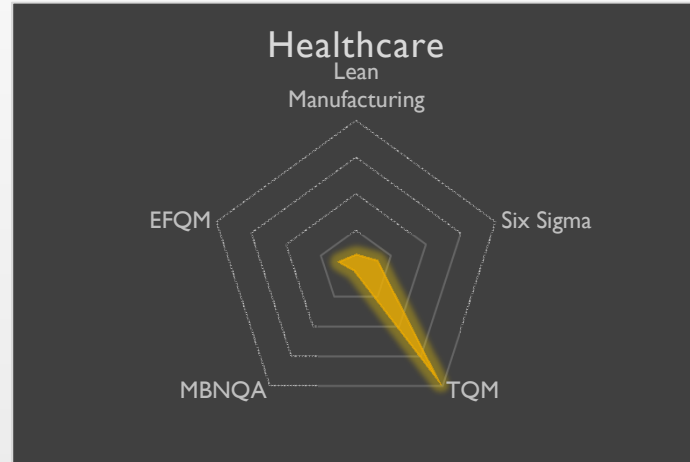
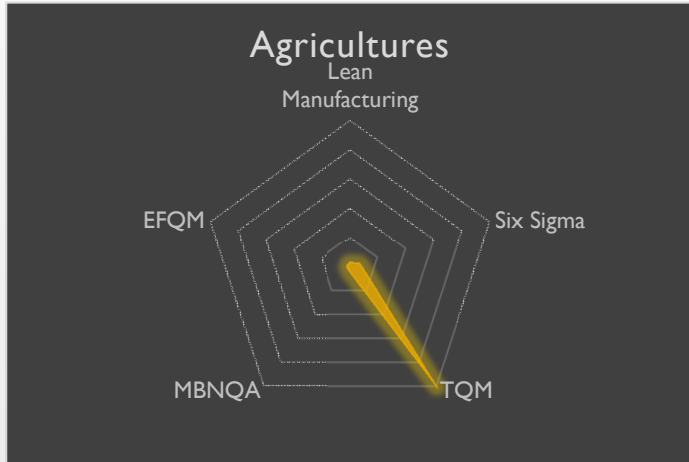
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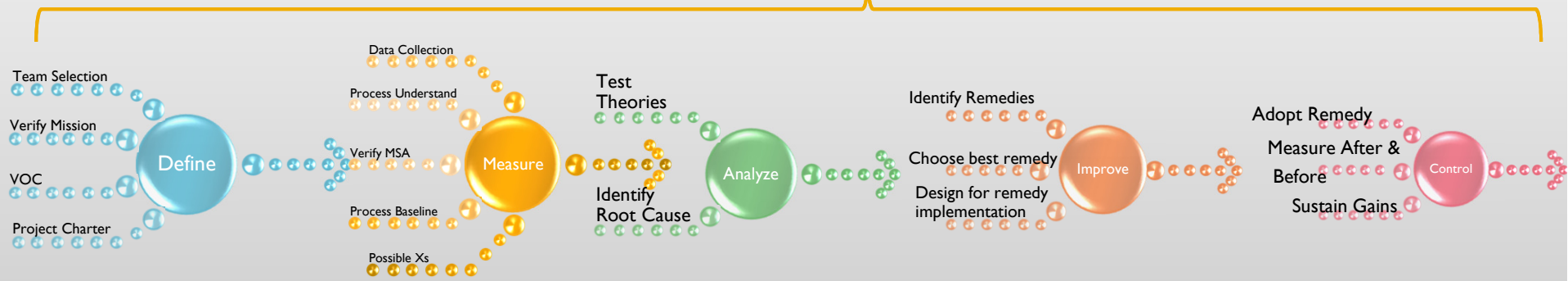
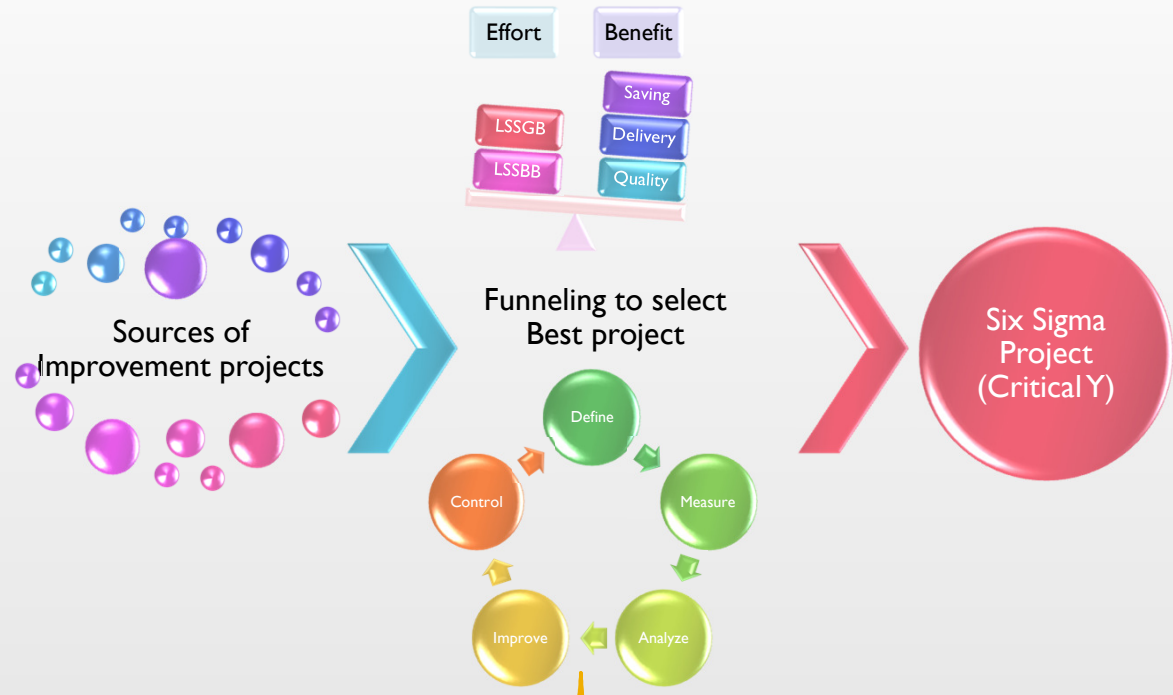


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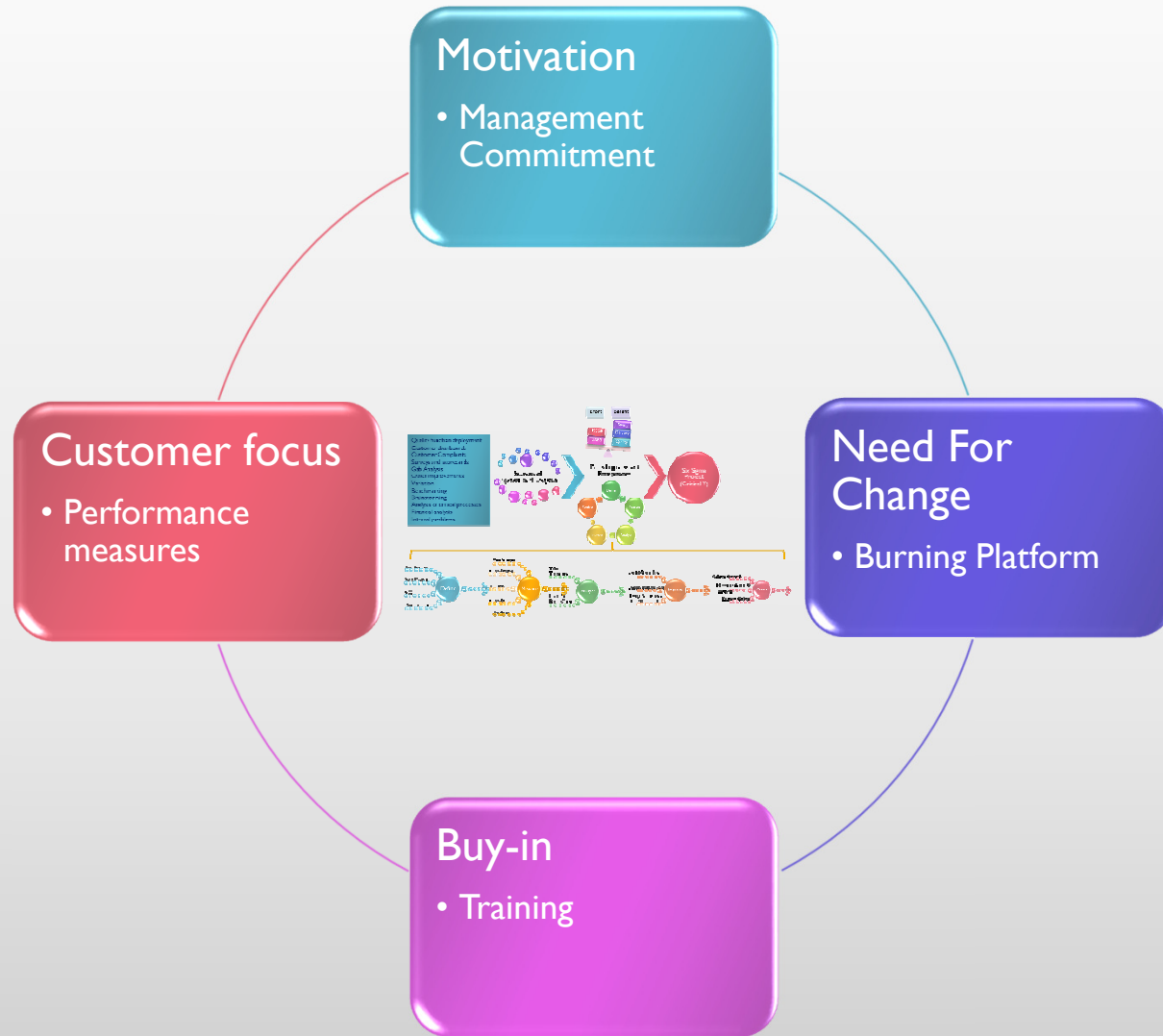


7. Six Sigma Implementation Road Map

- Customer dashboards
- Customer Complaints
- Surveys and scorecards
- Gab Analysis or SOWT
- Other improvements
- Variation
- Benchmarking
- Brainstorming
- Analysis of critical processes
- Financial analysis
- Internal problems



8. Implementation Success Factors in MENA Region



9. Samples of Six Sigma Implemented projects in Telecom

- ▶ Improve Billing errors.
- ▶ Reduce Calls AHT.
- ▶ Reduce Time Needed for Site Installations.
- ▶ Reduce Resolution Time for Customers' Issues.
- ▶ Improve Sales Productivity.
- ▶ Reduce Network Congestion.
- ▶ Improve Customer Satisfaction.
- ▶ Improve MTTR.
- ▶ Improve MTBF.

10. Samples of Six Sigma Implemented projects in Software

- ▶ Reduce Software Development Time.
- ▶ Reduce Testing Time.
- ▶ Reduce Complaints Resolution Time.
- ▶ Reduce Rework in Retesting Applications.
- ▶ Increase People Effectiveness.
- ▶ Reduce Number of Contracts Lost.
- ▶ Reduce MTTR of Applications.
- ▶ Reduce Lead Time to Resolve Customer Complaint.

11. Samples of Six Sigma Implemented projects in Banking & Finance

- ▶ Reduce AHT for Customers' calls.
- ▶ Reduce AWT for customers' calls.
- ▶ Improve customer satisfaction.
- ▶ Reduce waiting time on call.
- ▶ Reduce Time of Processing a Transaction.
- ▶ Reduce Time of Approval Cycle.
- ▶ Reduce Application Time.
- ▶ Expedite the issuance of reinsurance policies
- ▶ Improve Responsiveness to Customers Complaints

12. Samples of Six Sigma Implemented Projects in Manufacturing

- ▶ Reduce Manufacturing Cycle Time.
- ▶ Improve Customer Satisfaction.
- ▶ Reduce Inventory levels.
- ▶ Reduce Warranty Costs.
- ▶ Reduce Rejections & Defects.
- ▶ Eliminate Production Rework.
- ▶ Reduce Costs of Poor Quality.
- ▶ Reduce Delivery Delays.
- ▶ Reduce Breakdowns.
- ▶ Improve Yield.
- ▶ Reduce Variation for process parameters
- ▶ Reduce Energy Consumptions.

14. Samples of Six Sigma Implemented projects in Healthcare

- ▶ Improve lead time of assignment of patient caregivers
- ▶ Increase response of triage in Emergency department
- ▶ Improving Medical Bill Review Cycle Time
- ▶ Improving Purchase Order Process
- ▶ Improve Medication Administration Process
- ▶ Reduce Patient falls
- ▶ Reducing Turnaround Time of Lab Reports in the ICU

13. Samples of Six Sigma Implemented projects in Pharmaceuticals

- ▶ Reduce Batch Release Cycle Time
- ▶ Reduce Losses in Mixing Process
- ▶ Yield Improvement
- ▶ Coater Reliability Improvement
- ▶ Reduce Institutionalized delay & registration time
- ▶ Reduce Inventory
- ▶ Optimize Spray Nozzle Performance
- ▶ Improve Contents Uniformity
- ▶ Reduce Errors in Packaging.
- ▶ Reduce Batch Record lead time

15. Samples of Six Sigma Implemented projects in Oil & Gas and petrochemicals

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- ▶ Reduce failure Rate of Valves.
- ▶ Reduce no of Safety accidents.
- ▶ Energy saving.
- ▶ Reduce litigation costs.
- ▶ Increase Yield.
- ▶ Reduce Overheads Costs.
- ▶ Reduce Cost of Drilling.
- ▶ Increase of NGL total yield
- ▶ Reduce Lead Time for Refurbishing Wellhead Valves

16. Samples of Six Sigma Implemented projects in Real Estate

- ▶ Improve the Delay Launching of Residential Project
- ▶ Reduces logistics Problems.
- ▶ Reduce delivery time of units
- ▶ Fuel Savings
- ▶ Increase Customer Satisfaction
- ▶ Reduce Waiting Time for Incoming Calls
- ▶ Reduce Purchasing Lead time
- ▶ Reduces Errors in Residential Units' Contracts
- ▶ Reduce Paper & Ink Consumptions
- ▶ Reduce Defect in Residential Units Finishing

17. Samples of Six Sigma Implemented projects in Agriculture

- ▶ Reduce the OSHA Recordable Rate
- ▶ Reduce Cost of Transportation
- ▶ Improve Delivery Time
- ▶ Reduce Packaging Defects

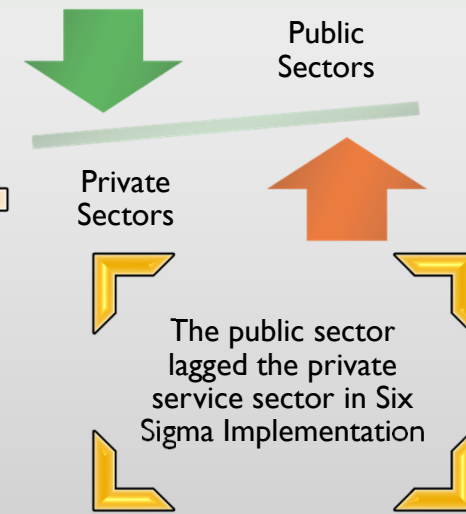
18. Samples of Six Sigma Implemented projects in Governmental

- ▶ Overtime Reduction.
- ▶ Increase Citizens' Satisfaction
- ▶ Reduce Governmental Services Delivery Time
- ▶ Increase Employees' Satisfaction
- ▶ Improve Effectiveness of Services.
- ▶ Reduce Costs of Providing Services
- ▶ Reduce Lead time for Issuing a Business License
- ▶ Cost Reduction of Storing Information.
- ▶ Reduces Ink used

American Society for Quality (ASQ).

The goal of the Good Works Initiative is to transfer Quality knowledge to not-for-profit, community-based organizations.

community-based organizations
knowledge to not-for-profit



19. Samples of Six Sigma Implemented projects in Education

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- ▶ Improve Satisfaction of Professional Certificates Students.
- ▶ Increase Success Rate of Candidates.
- ▶ Increase Studies Effectiveness.

Q&A



THANK YOU
