

# Six Sigma Email Review Service

Obtain rapid feedback on how your Lean Six Sigma is progressing



Your Lean Six Sigma Partner  
...providing practical solutions for you

## E-mail reviews

We offer a highly cost effective project e-mail review and feedback commentary service. We have huge experience of receiving project presentations by e-mail from current students and former students.

## The E-mail review process

How does this process work? Where it is not cost effective to hold a face to face review, the trainee sends us an e-mail with attachments typically containing a PowerPoint presentation of latest project status.

We review the effectiveness of execution of the five DMAIC phases of the project and send an e-mail response of our findings and our recommendations, normally within 72 hours. Students e-mail their revisions which we deal with promptly. In exceptional circumstances, for example if the student has not grasped a key point, we arrange focused telephone discussions.



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## What we expect from you

**In the define phase** we expect to see that the Black Belt (or Green Belt) has identified clearly what is important to the customer(s) of the project and how the project has been scoped. Typically we look for a title slide, project background, problem statement, objective, primary and secondary product or process performance metrics, team pages, cost of quality and benefits assumptions and detail, and a high level process map or SIPOC. We look for voice of the customer critical characteristics.

**In the measure phase** we expect to see that the Black Belt has determined what to measure and confirmed the measurement systems. The current performance level should by now be established and an estimated target for improvement should be in place. Typically we look for two or three level process maps, marked with key process inputs and outputs, data collection tables, baseline process capability studies, multi level paretos, multi level ishikawa diagrams, cause and effect matrices completed from the view points of different customers, and process FMEAs.

**In the analyse phase** we expect to see that the Black Belt has identified the causes of variation and defects and confirmed the causes statistically. The tools we expect to see used in the analyse phase will vary according to the project but may include chi squared tests, proportion tests for discrete data and ANOVA and t tests for variable data, along with multi-vari charts and sometimes correlation and regression.

**In the improve phase** we expect to see that the Black Belt has found the solutions for the project, i.e. specifically how to counteract the root causes of the defects, and that the improvements are statistically significant. Typically we look for actions on the process FMEAs, revised process maps, sometimes design FMEAs, hypothesis tests demonstrating the improvements, various designs of experiments where included, concentration charts and other defect diagrams at new lower levels of defects.

**In the control phase** we expect to see evidence that the improvement is statistically valid and will be sustained. We typically see before and after project DPMO calculations, revised process capability studies, control charts or mistake proof solutions, control and reaction plans, countermeasure matrices, standard operating instructions, training matrices, revised gauge studies, before and after hypothesis tests.

Finally we look for a statement of project replication opportunities, or that none exist, which we expect to be signed by a Project Champion, who may operate at more senior levels in the organization and across site and country boundaries.

## What you can expect in return

With our e-mail review process you can expect to see substantially reduced project completion cycle times and improved savings.

Where we consider the tools mentioned above to be relevant and either missing or inappropriately applied, or that the main objectives of each phase have not been met, we say so, with advice on next steps.

Our reviews are billed on an hourly basis, and we maintain summary records of student, project and advice for easy tracking and in support of our invoices.

As the candidate progresses towards certification we direct our comments in the e-mail review process very specifically to what he or she needs to do to achieve certification. We also provide a Six Sigma Certification Service. Details are contained in our Six Sigma Certification Service brochure. We have certified several hundreds of Black Belts in this manner.

## To make contact

To establish a dialogue e-mail us at: [info@palomaconsulting.com](mailto:info@palomaconsulting.com)

We will then provide you with advice to get your project on track or to help you certify.