

# Six Sigma Summary

**Project:** Improve the operational facets for conference management in the areas of efficiency and financial accountability.

**Description of Problem:** Currently, the conference registration, on-site check-in, and financial reporting are being operated in a state of complete autonomy. The operational effectiveness of each area is drastically reduced because cohesiveness and administrating planning has a marginal impact.

**Team Members:** Champion: Susan Brown

1. Team Leader: Barry Bogan
2. Marla Bell

**Metrics:** Baseline data was collected from the department personnel using a qualitative approach on by way of interviews. After the problem was defined the processes listed were analyzed using a quantifiable approach to identify a significantly improved method.

**Process Improvements:** The team developed the following process improvements:

1. Decreased client processing time
2. Decreased labor hours due to online processing time
3. Increase number of clients served per hour
4. On-line registration upgraded
5. Weekly financial report
6. Match job responsibilities with position
7. Close out time improved by 16 days

## **Results:**

The improvements formatted by Six Sigma have streamlined the operational standards for the Service, Outreach, and Partnerships (SO&P) department. As of October 15 all of the improvements listed have been implemented with efficiency and cost-effectiveness. The department is now reaping the rewards of linear planning and upward mobility.