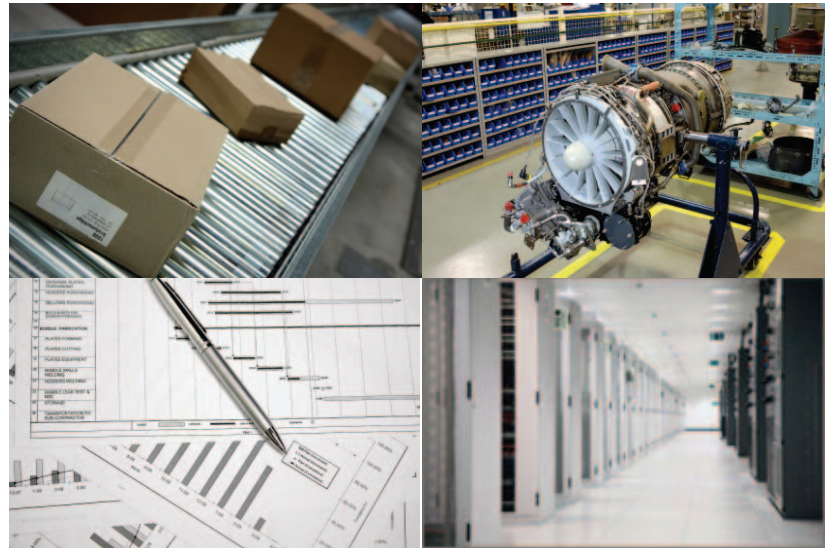


## QUICK FACTS

- A U.S. Navy shipbuilding organization executed 500 projects, saving over \$200M in the first year of their Lean Six Sigma (LSS) program.
- In 2007, the Army attributed over \$2B in savings to the implementation of LSS techniques.

## EFFECTIVE LEAN SIX SIGMA PROGRAMS

- Employ proven, data-driven methodologies utilizing analytic tools adaptable to specific process issues.
- Transform standard operations by integrating LSS tools with accountable leadership.
- Provide transparent analysis and clear recommendations for improvement.
- Drive manpower, infrastructure and operational decisions.



## Client Solution Architects

# Lean Six Sigma Services for the Federal Government

## INTRODUCTION

Even the most efficient organizations spend up to 50 percent of their resources on non value-added activities. For some, as much as 80 percent of resources are consumed in this manner. Eliminating wasted effort can immediately boost your bottom line while making your organization faster and more customer-focused. LSS projects typically increase efficiency and reduce costs by 20 percent without requiring costly technology investments.

CSA augments the standard LSS analytic techniques with an enhanced modeling, simulation and optimization toolkit. This provides your organization with sound, data-driven solutions to save you money. By integrating our proprietary Business Case Analysis (BCA) methodology and toolkit, we are able to evaluate the financial implications of a range of potential process improvement options to ensure our clients implement solutions with the most effective Return on Investment (ROI).

## CASE STUDY

### The Challenge

A Department of Defense (DoD) distribution center, responsible for receiving and filling over 1500 material requirements per day, was having difficulty processing and tracking receipts of material from commercial vendors. Material was unavailable for customer orders for up to four days, when it was required to be shipped in one day.

### The Approach

Based on Define, Measure, Analyze, Improve and Control (DMAIC) analysis results, CSA professional staff implemented a series of First-In First-Out (FIFO) queues on the receiving floor. The queues segregated material from commercial vendors, as well as other critical sources. Material was marked when received so the workers could clearly see daily receipts.

### The Results

Backlogs were eliminated and commercial material was processed in less than 12 hours. This represented an 85% reduction in customer order wait time and allowed personnel to be reassigned from the receiving area to fill needs in other areas.

# Lean Six Sigma For Operational Excellence

## CSA LEAN SIX SIGMA SERVICES

CSA offers a proven and transparent analytical framework for improving performance. We employ a unique value stream process selection tool to identify and prioritize critical projects. We deploy our tools in a systematic project-oriented fashion through the DMAIC cycle. Using LSS techniques we quickly identify process improvement areas and then quantify the benefits of implementing those improvements using our BCA capabilities. We calculate ROI and Break-Even (B/E) points and manage those in case schedule, budget and scope changes occur during the LSS project execution.

Our services include:

- LSS Black Belt training and certification
- LSS project selection, management and support
- Management and execution of your LSS program
- Quantified BCA for operational improvement projects
- Value stream analysis
- Simulation and optimization
- Performance measurement evaluation of processes and systems
- Kaizen facilitation

## THE CSA DIFFERENCE

- Professional staff with advanced degrees in Operations Research (OR)
- Government LSS Black Belts with project experience
- Supply chain, procurement, logistics and acquisition process expertise
- Proven success with Federal Government, public and private sector clients
- Integrated LSS, analytics and BCA services

## BENEFITS

- Project selection based on high potential ROI or leadership visibility
- Ability to drive cultural change from within the organization
- Comprehensive analytical services leading to fact-based decision-making
- Reduced cycle times and costs coupled with improved quality
- Increased efficiency via mapped, streamlined and standardized processes

To learn more about CSA Lean and Six Sigma Services  
E-mail: [clientresults@csaassociates.com](mailto:clientresults@csaassociates.com)  
Or visit us at [www.csaassociates.com](http://www.csaassociates.com)