

Executive Summary – Define Phase

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Project Overview:

This Six Sigma Black Belt project focuses on reducing supply chain disruptions within logistics operations. The current process yield is approximately 72%, primarily due to poor communication and lack of attention to detail. These issues are directly responsible for late deliveries, revenue loss, and compliance risks with USDOT regulations. The goal is to improve the process to a 90% yield, ensuring 100% on-time delivery and eliminating preventable delays.

Tools Used:

- Project Charter: Established the foundation, including goals, scope, constraints, and customer requirements.
- SIPOC: Defined the key elements of the current supply chain process and identified inputs and outputs.
- Stakeholder Analysis: Mapped influence and interest levels to guide communication strategies.
- Communication Planning Worksheet: Outlined channels, frequency, and responsible parties to improve information flow.
- CTS Summary: Identified critical customer requirements for delivery performance and accuracy.
- Project Plan: Provided a timeline and accountability for each step of the project.

Overarching Questions:

a) Do you believe there was an appropriate use of tools?

Yes. Each tool was selected to target a specific known failure mode—SIPOC for process clarity, stakeholder and communication tools for engagement and accountability, and CTS to ensure alignment with customer needs.

b) What tools did you use beyond each required tool? Why?

A high-level Root Cause Analysis (not required at this stage) was used to pre-identify common breakdowns in communication flow and data entry. This helped guide the focus of the stakeholder analysis and SIPOC.

c) Do you believe the project is ready to move to the next phase? Why or why not?

Yes. The Define Phase has clearly outlined the problem, scope, team, goals, and stakeholder dynamics. There is strong alignment between the project goals and organizational needs.

d) If the project is not ready, what measures need to be taken to recover?

N/A – The project is ready for the Measure Phase.

e) Does the project charter, problem, scope or other aspect need to be refined?

Minor updates may be made after stakeholder interviews during the Measure Phase, but the overall structure and goals are sound and ready to proceed.

Conclusion:

This project has a strong foundation built on high-impact business objectives and structured problem definition. With the Define Phase complete, the team is positioned to advance into measurement and root cause validation.

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