



**Will Design for Six Sigma Work for Government Processes?**  
 Webinar Summary and Key Information | May 8, 2020

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**President’s Management Agenda (PMA) & Cross Agency Priority 6 (CAP) – Shifting from Low to High-Value Work**

How can we support the PMA & CAP Goal 6 through process improvement techniques?

- Increase employee engagement by encouraging employees to identify pain-points and contribute to solutions that resolve them
- Increase automation opportunities after developing deep understanding of customer & business needs
- Retool administratively burdensome or redundant tasks to allow for more of an individual’s time to be spent on intellectually challenging activities
- Design and develop scenarios that include various To-Be future states with an eye towards agility
- Implement or improve processes to support continuous data-driven decision making
- Establish internal resources and capacity to design and redesign outdated processes around the changing needs of federal customers

**How Do We Future-proof our Skill Set with Process Design and Improvement?**

- Remove customer and employee pain points
- Document As-Is and To-Be processes as a way to communicate with others
- Establish process improvement as a mindset – not a single project or occurrence
- Create a common language for problem solving
- Advance your understanding of how to make data-driven decisions
- Build internal and external engagement through common goals to reduce pain-points
- Increase workplace engagement by automating routine tasks and allowing individuals to spend more time on intellectually challenging activities

**Design for Six Sigma Models**

- A variety of models are available and can be utilized based on your organizations culture
- A common model, DMADV, is circular in nature and represents the need for continuous improvement:

Define > Measure > Analyze > Design > Verify

**Design for Six Sigma (DFSS) vs Lean Six Sigma (LSS):**

- Both are more similar than different and fall under the quality and process improvement umbrella
- LSS is a five phased approach (Define, Measure, Analyze, Improve, and Control) that is frequently used to assess and improve an existing state
- DFSS is more of a systematic approach than a strict methodology which is used to develop new processes in a proactive manner

**Why Use DFSS as a Proactive Approach?**

- Needs and requirements may be unclear – we need to fully understand the voice of the customer, business, and process
- Create a robust process from the start
- Provide structure for managing development
- Allow for an iterative approach with pilots and beta tests prior to full-scale implementation
- Understand capabilities and quickly deploy solutions
- Increase stability, predictability, and accountability

**What Functional Areas Can Benefit from DFSS?**

- All areas and organizations within government!
- Human Resources e.g. improve the way training requests are approved locally and at the HQ level
- Contracting & Procurement e.g. improve the way the status of pending actions are communicated
- IT & Help Desk Support e.g. automating password reset processes to support self-service models

**Ideas to Begin Designing or Improving Processes in Your Organizations Today!**

- Analyze As-Is processes and frame issues identified as “Opportunity Areas for Improvement”
- Use investigative techniques to fully understand root causes of organizational challenges
- Create a list of administratively burdensome processes and ask yourself if there are other ways the objectives could be accomplished
- Streamline processes by eliminating unnecessary hand-offs or wait time between individuals

