

# #LEAN SIX SIGMA

TWEET

**DR. SHREE NANGUNERI**

FOREWORD BY RICK BUCHMAN

Business Process Excellence  
for the Millennium

BOOK 01

A THiNKaha BOOK

# #LEAN SIX SIGMA **tweet** Book01

Business Process Excellence for the Millennium

Book Excerpt

**By Dr. Shree Nanguneri**  
**Foreword by Rick Buchman**

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## Foreword

“Dr. Nanguneri has given us an excellent blueprint with which to bring about critical change. He truly recognizes the vital role of Executive Awareness as it integrates with Lean Six Sigma within a moving organizational culture. Within a sound foundational framework, he provides useful, innovative, and creative insights that enable a fresh look at problem solving as it relates to the strategic and operational focus of a business. His clear, simple, yet direct discussions help to explain how to employ many Lean and Six Sigma approaches to maximize and ensure sustained performance. A great read. I recommend this book to today’s executives, and to the future business leaders and winners of tomorrow.”

Rick Buchman

Executive Consultant and Senior Partner,  
The Balanced Business Institute, Texas, USA  
[www.balancedbusinessinstitute.com](http://www.balancedbusinessinstitute.com)

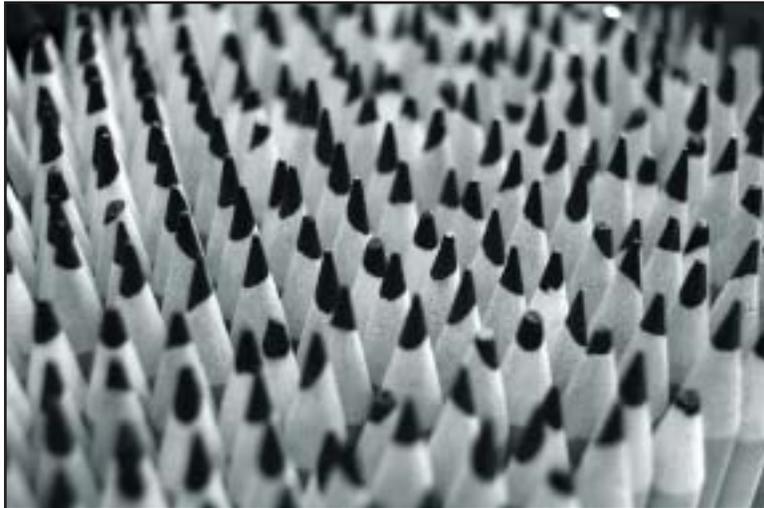
Section I: Executive Awareness

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ENGAGEMENT



EDUCATION and ENROLLMENT



## Section I

### Executive Awareness

#### Senior Executives' Awareness about Lean Six Sigma

Any change initiative in an organization is challenged on the “strategy” aspect by its existing culture. We deal with people, processes, and products anticipating profits to increase shareholder value. It is critical that we enable the culture to enjoy the journey while achieving the set goals associated with the change initiative.

## Section I: Executive Awareness

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This section on Lean Six Sigma awareness offers senior executives an opportunity to assess their business platform and visualize the long-term benefits of such a change initiative. A direct interactive session with the consultant allows senior management to understand the linkage between their KPIs and the deliverables of LSS.

Once they are through with the awareness session, they are likely to have a better idea of where the initiative needs attention and the appropriate governance leadership. The external consultant will also guide them on setting targets, formulating business charters, and adequately allocating the right resources to achieve the mission of LSS.

1

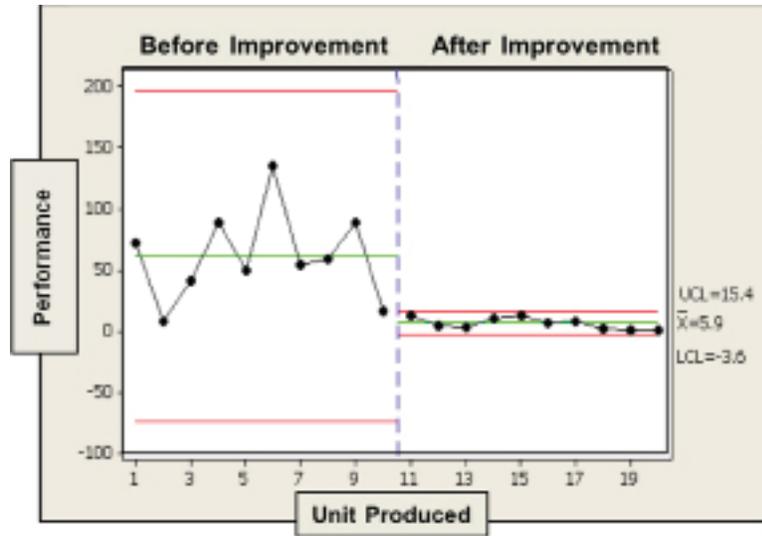
Pure insanity is doing something repeatedly and expecting something better to happen.

2

“Customer is always right” on complaints, if they want business with integrity and a fair and foreseeable complaint resolution process.

Section V: Improve

BREAKTHROUGH



## Section V

### Improve

Move the process to align with customer's needs to improve it.

This pre-final stage of the conclusion involves creating the breakthroughs. To a coach, that is simply worth millions as the belt's belief just goes exponential as they need it in their LSS one-way tunnel with the door shut behind them. Once this stage is surpassed, they can focus on the sustainability of the breakthrough improvement for their customer.

113

Methodology: Convert business to practical and statistical problems to find a statistical solution leading to a business solution.

114

DMAIC Strategy: Shift the location (Process Mean or Median) and reduce process variation to perform well within specification limits.

115

Reducing process variation increases probability of sustainable delight to customers, yielding entitled process profitability.

116

Show-Me State Missouri:  
When DMAIC LSS is all said and done, prove the truth. Conduct hypothesis testing on process location and variance.

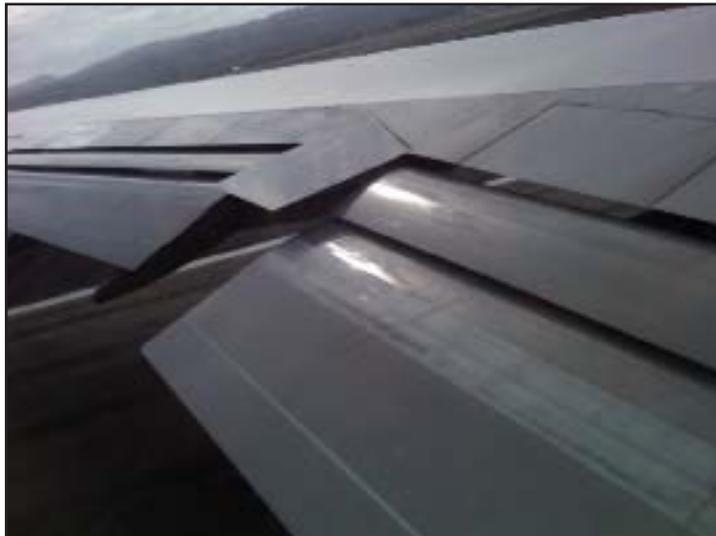
Section VI: Control

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PEOPLE



MACHINE



## Section VI

### Control

Patrol to Control—Monitor  
your process inputs to achieve  
your outputs!

This is the final stage and one of the toughest ones next to the Define stage, where the handoff formalities require time. Managing the change in culture, and moving away from the traditional reactive output monitoring to measuring and controlling known inputs for their first time is

key. Even if it takes time to achieve this handoff, it has been shown that time invested here increases the assurance of sustained gains, lest your improvements will turn out to be a race car going uphill with a gas pedal with no brakes. Thus, while you hand over, imagine taking your foot off the gas pedal and then having no brake pedal to prevent sliding back till someone takes over the gas pedal. Take time; and the sustainability is also part of the change management process.

123

“Beauty is in the eye of the beholder”; a controlled parking style of mine vehicles helps rapid exit in an emergency—  
(cars image above).

136

Yes, examinations are important; however, humans fear failure—don't intimidate organizational culture. Make testing fun and value-added.

137

Belts don't need to memorize LSS terms to be successful in problem-solving; carefully design your exams for meaningfulness and purpose.

138

Ever recall a doctor operating on a patient by reading case studies?

Learn LSS while being coached toward successful project closures.

139

An effective leader is one who not only executes but also mentors others to execute through knowledge transfer and a system-based process.

140

Apply LSS in your  
management presentations.

Automate presentations by  
using templates, as nobody  
has 25 hours in a day!

## About the Author



Dr. Shree Nanguneri, with degrees in chemical engineering and polymer science, started his career with organizations that manufactured high-performance materials. While working for GE (in three continents for over six years), he filed four US patents successfully across various applications at GE. His major achievement comprised achieving an  $8\sigma$  performance for a nerve-racking problem faced by their key customer, Gillette, on their Mach 3 Shaving Razor product for the cartridge component, prior to its successful 1996 launch. Solving this problem helped GE receive the coveted Gillette Omni Best Supplier Award. In 2000, Dr. Nanguneri went on to start Millennium Global Business Solutions (MGBS) as a consulting company, and since then has trained and coached over 600 professionals

## Business Process Excellence for the Millennium

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across a variety of industries, resulting in \$550 million worth of total direct customer benefits to date.

He has a passion to make things simple, get real, on-the-ground solutions for complicated problems in business, education, enterprise, and research. In 2010, his organization had successfully introduced a new product line termed academic and professional excellence (APEX), which involves imparting the principles of process excellence to students in their college years with a practical approach to executing projects. He visualizes that these early years intervention in college will help his strategy make a significant difference in the way industry values college graduates.

MGBS has also started penetrating the micro, small, and medium enterprises in India. Through this strategy the small businesses in India and other parts of the world can grow to become profitable and contribute to the general economy at local and national levels.

Dr. Shree has worked in three countries mutually exclusive in cultural differences and consulted in five different continents to date. He is also active in designing and developing e-learning products, speaking engagements, coaching the sales and marketing divisions of organizations, and general blogging on preferred websites. He speaks different languages and uses simple examples in travel, social, and other current event situations to help understand some of the complicated concepts in Lean Six Sigma (LSS).

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<http://www.happyabout.com/thinkaha/leansixsigmatweet01.php> or at other online and physical book stores.

Please contact us for quantity discounts [sales@happyabout.info](mailto:sales@happyabout.info) or to be informed about upcoming titles [bookupdate@happyabout.info](mailto:bookupdate@happyabout.info) or phone (408-257-3000).

# #LEAN SIX SIGMA TWEET

## Tweet Treats for Enjoying Your Journey of Lean Six Sigma

"Lean Six Sigma is all about creating value through a more focused and lean approach within any value chain and organization. This LSS book offers senior executives an opportunity to re-assess their business platform and apply change initiatives to achieve new and better results. Lean production, value creation for all stakeholders and the ability to be self-critical are obviously all important factors for a successful and sustainable business."

Lars Andersen, President and CEO, Flow Design Wind Turbine Corporation, Massachusetts, USA

"A must read for any organization taking its first leap into the LSS Journey which is thoroughly practical, unique and easy to understand where Dr. Shree takes you from the most critical step of project selection to a highly results oriented finish of control in an easy read that is highly recommended!"

John Bruwer, Division Lean Six Sigma Master Black Belt, Cooper Power Systems, Wisconsin, USA

"A comprehensive and straightforward! 'LEAN SIX SIGMA tweet' delivers breakthrough thinking with a fun and intellectually stimulating perspective which novices and veterans alike, will find valuable."

Scott Shank, Founder, Open Source Six Sigma, Montana, USA [www.opensourcesixsigma.com](http://www.opensourcesixsigma.com)

Lean Six Sigma expert **Dr. Shree Nanguneri** shares his experiences in LSS deployment, all in the easy-read tweet format.



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