



FastPitch

A Shared Process Improvement Experience

FastPitch, a one-day interactive introduction to Lean Six Sigma, is a business game used by Fortune 1000 companies around the world to lay the groundwork towards hundreds of millions of dollars in increased revenue, decreased costs and improved collaboration.

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FastPitch Overview

Being There

Employees who succeed with process improvement generate the same kind of excitement and accomplishment as the team who wins the relay race. But how do you convince your employees that fixing processes will be as intensely rewarding as competitive sports? As the saying goes, “I guess you had to be there.” Educating employees by telling them the benefits of process improvement only gets you so far – your people truly need to “be there.” Give employees a shared process improvement experience where they can apply Lean Six Sigma tools and get immediate results in a single day.

Lean Six Sigma in Action

FastPitch exposes participants to the exciting leaps in process performance possible when applying basic Lean Six Sigma tools to a sample business process. Participants build charters, listen to customers, engage in process walks, create process maps, read basic data displays, remove waste, run testing cycles and conduct rapid improvement events. When the dust clears, the entire class will have taken a familiar business process from the starting gun, around the track and across the finish line. **FastPitch** provides interactive education on basic continuous improvement tools while at the same time generating vital awareness and momentum for your operational excellence efforts.

Breaking the Habit

Just as they paved over cow paths to create the streets of Boston – when it comes to problem solving, we tend to do what we've always done and "follow the cow paths." In order to combat the “neural nets” of habitual thinking that occur when employees consider how to fix their own processes, **FastPitch** takes the shared process experience and brings it to Hollywood. Producers submit “movie pitches” to Sigma Studio for backing. Participants work in separate departments to propose budgets before producers go elsewhere with hit movies. On the flip side, if they don't accurately process the movie pitches, they could end up green-lighting “turkeys” – or movies that result in a financial loss.

Pursuit of Perfection

During multiple rounds, participants use Lean tools to overcome familiar issues such as lack of customer focus, redundant process steps, excess cycle time, rework loops and the communication issues inherent in a growing business that has developed into separate silos. Participants experience familiar process issues but they are free to pave new roads to solutions. By the end of the day, participants are energized, prepared to expand their continuous improvement knowledge base and ready to apply the Lean Six Sigma tool set to their own process issues. It's a time-tested way to jump-start any business transformation.

FastPitch Agenda

The day revolves around layering rounds of running Sigma Studio operations with education about the Lean Six Sigma tools and then hands-on application of those tools in order to meet the customer expectations.

1. Introductions
2. Overview of Lean Six Sigma
 - Outline and History of the DMAIC Lean Six Sigma Process
 - How Lean Six Sigma works within organizations
3. ROUND 1: Baseline process
 - “As Is” process experience
4. Define:
 - Voice of the Customer
 - Opportunity Statement
 - High-level Mapping
5. Measure:
 - Operational Definitions
 - Data Display
 - Gemba Walk and Value Stream Map
 - PDCA: Planning Improvements
6. ROUND 2: Incremental Improvement
7. Analyze:
 - Data Analysis
 - Process Analysis
 - Root Cause Analysis
8. Improve:
 - Lean Six Sigma Improvement Options
 - PDCA: Planning Improvements
9. ROUND 3: Pursuit of Perfection
10. Control:
 - Project Management
 - Sustain the Gains
11. Next Steps
 - Applying continuous improvement in the workplace

***FastPitch* Detail**

Departments involved:

- Producers (Customers)
- Mailroom
- Risk
- Forecasting
- Management

Roles:

There are 16 distinct roles, which can be combined or doubled to fit group size.

Class Sizes:

- Standard: 6 – 24 participants
- Double: 25 – 40
- Triple: 41 – 55
- Quad: 56 – 75

Tools & Concepts Covered:

- 5S
- 8 Wastes
- Cell Design
- Cycle Time
- Data Analysis
- Flow
- Gemba/Process Walks
- Histograms
- Inventory
- Kaizens: Rapid Improvement Events
- Operational Definitions
- Pareto Charts
- PDCA (Plan Do Check Act) Cycles
- Perfection
- Problem/Opportunity and Goal Statements
- Pull
- Root Cause Analysis
- SIPOC Map
- Spaghetti Charts
- Standard Work
- Stakeholder Management
- Time Plots
- Value Added Analysis
- Value, Flow, Pull & Perfection
- Value Stream Mapping
- Visual Controls
- Voice of the Customer

About Go Lean Six Sigma

Go Lean Six Sigma is dedicated to helping small- and medium-sized businesses (SMBs) increase revenue, reduce costs and improve collaboration in today's increasingly competitive market.

For more information, please contact us at contact@goleansixsigma.com.



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