

Metastorm Six Sigma ProGuide Methodology

Today's volatile economic conditions are driving constant changes in most every industry. To maintain an edge over the competition, you must have flexible, responsive business processes and continually seek to improve those processes.

The Metastorm Six Sigma ProGuide Methodology enables you to deliver results to your bottom line and increase your competitive advantage by comprehensively supporting your Six Sigma efforts. This methodology takes an organized, model-driven approach to Six Sigma – a step-by-step framework for implementing your programs and improving your project productivity.

Based in Metastorm ProVision®, the Enterprise Business Architecture and Business Process Analysis solution within the Metastorm Enterprise™ software portfolio, the Metastorm Six Sigma ProGuide Methodology combines powerful business modeling with built-in statistical analysis algorithms to design, analyze, and improve business processes. Using the power of Metastorm ProVision, Metastorm Six Sigma ProGuide establishes a support plan for your project. In addition, the methodology provides basic overall guidance on developing a Six Sigma program within your organization.

The DMAIC Approach

Metastorm Six Sigma ProGuide follows the standard Six Sigma DMAIC approach: Define, Measure, Analyze, Improve, and Control. For each phase of the process, the Metastorm Six Sigma ProGuide Methodology defines the basic steps, as well as how to take advantage of the complete Metastorm Enterprise platform to gain the most from your project. Each of the key tasks in the project phases are supplemented with a technique file that describes in more detail how to accomplish the tasks and how to maximize your modeling and analysis efforts.

Define Phase

In the define phase of a Six Sigma project, the main goals are to develop the project charter and project plan, and to define the problem in terms that establish the baseline for the project. Using Metastorm ProVision, this can be accomplished through:

Highlights

Benefits

- Provides a complete set of tools to improve Six Sigma project productivity and sustain process improvements
- Delivers full-process life-cycle management tools
- Enables rapid achievement of
 - Six Sigma quality objectives and process excellence
 - Provides a platform for an organized, documented, model-driven approach to Six Sigma projects
 - Generates Six Sigma reports and documents directly from models
 - Gives business users unique insights to processes and improvements
- Seamlessly integrates with other Metastorm Enterprise™ software to provide total design to analysis to execution solution

- The use of project, business interaction, goal, strategy, problem, requirement, and SIPOC models to develop the project definition.
- Six Sigma reporting from the optional reporting module which provides initial Cost-Benefit, SIPOC and Voice of the Customer Analysis reports directly from Metastorm ProVision.

Measure Phase

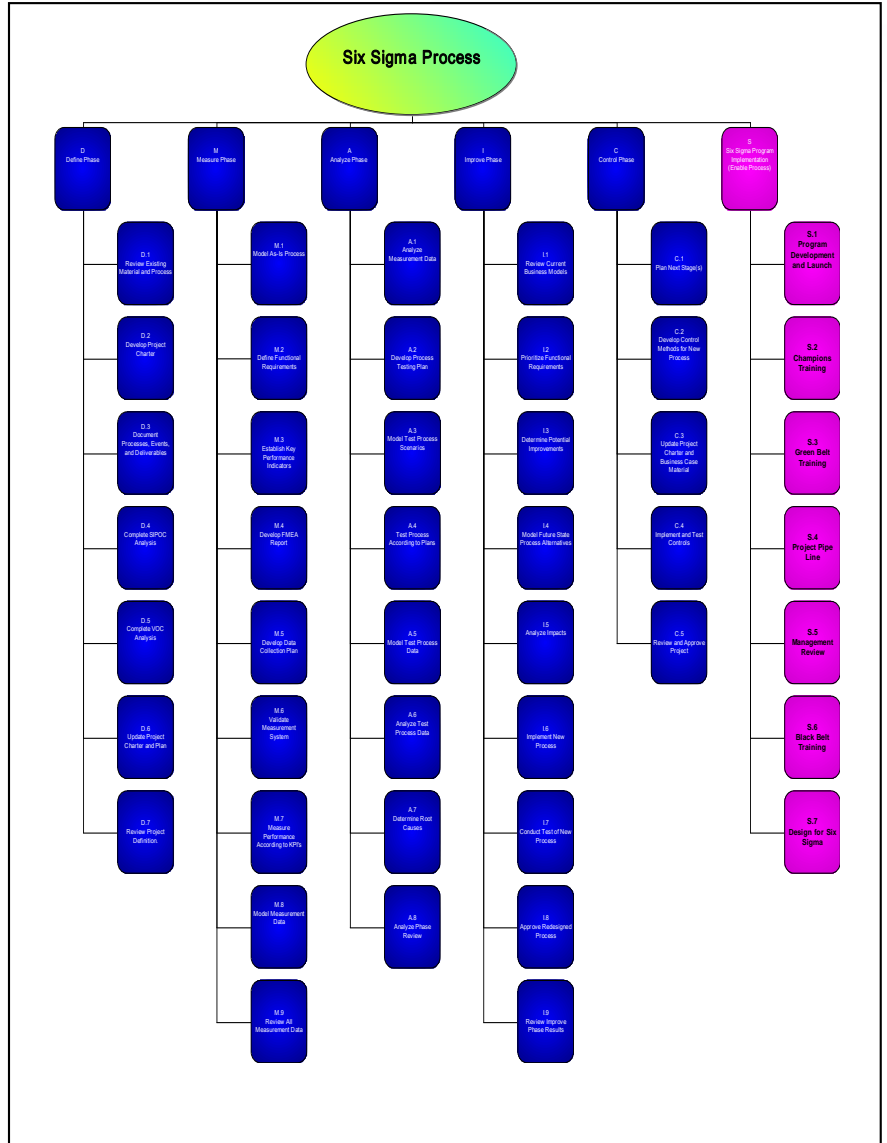
In the measure phase of a Six Sigma project, the main goal is to develop the detailed process information that is used for the analysis effort. This initial information set often includes “As-Is” process models, RACI matrix, FMEA development, and creating a measurement plan to collect relevant data from the process. The same information can be created utilizing Metastorm ProVision. The development of the RACI matrix and the FMEA report come from the optional reporting module after a few simple clicks. The collection of the underlying data results from an in-depth analysis that should be completed for every Six Sigma project.

Analyze Phase

The analyze phase of a project is concerned with finding the root cause of the process variation. The Metastorm Six Sigma ProGuide Methodology aids in this by linking key data back to other models developed in the previous phases. Metastorm ProVision also provides the capability to complete process simulations to test process theories with zero impact on the current process and at zero cost to process owners. In addition, the Metastorm Six Sigma ProGuide Methodology describes some of the interface links between Metastorm ProVision and other popular statistical analysis packages. In many cases, the statistical data can be linked back to Metastorm ProVision models for reference and simulation.

Improve Phase

In the improve phase of a Six Sigma project, the objective turns to developing a “solution” to the variation in the process. The Metastorm Six Sigma ProGuide Methodology describes methods to aid in the accomplishment of the improvement. Through the use of problem-opportunity analysis, impact analysis, process simulations, and business case verification, it is very simple to take advantage of Metastorm ProVision’s capabilities to stimulate the improvement development discussion and to verify the appropriate level of impact on the process once a proposed solution is implemented.



Control Phase

The control phase is often called the most important phase of the Six Sigma DMAIC approach. In this phase, the concept to place controls in place to ensure that the variation never returns. The information contained in all of the Metastorm ProVision models becomes the vital background for developing effective controls. Controls can then be documented using an update FMEA model that now becomes an analysis tool as well as a control plan.

Project Information Repository

The Six Sigma ProGuide methodology leads you through creating an entire repository of information for each Six Sigma project. The single location for information provides a convenient location for anyone who needs information about a project, as well as providing the information base for the additional reporting capabilities. An even wider audience can share the information through the use of Metastorm Knowledge Exchange™. Built upon the Metastorm collaboration engine, Metastorm Knowledge Exchange extends the availability and usefulness of all applications in the Metastorm Enterprise portfolio via web-centric repository access. Metastorm Knowledge Exchange links together the efforts of many distributed Six Sigma teams, as well provides relationships from projects to overall Enterprise Business Architecture and corporate strategies.

Total Six Sigma Support

Metastorm Six Sigma ProGuide also describes the benefits of other Metastorm Enterprise products and how they fit into the overall DMAIC structure. Metastorm Discovery™, part of the Metastorm ProVision offering, is a valuable tool for data collection, particularly in transactional type processes. Metastorm Discovery can also be used to aid in the development of process models. The data obtained from Metastorm Discovery can be linked directly to the Metastorm ProVision process simulator for more accurate simulation results based on actual data distributions.

Metastorm BPM® is powerful solution for use in the improve and control phases. Metastorm BPM provides the ability to create fully automated solutions with real time controls and information processing. All transactions within Metastorm BPM are tracked and available for audit and reporting. The audit and history functions within Metastorm BPM make it very attractive for processes that require an intricate level of detail to be maintained. Process models generated within the Metastorm ProVision repository become the basis for the solutions developed in Metastorm BPM. The use of Metastorm ProVision and Metastorm Six Sigma ProGuide as the leading portion of a development cycle with Metastorm BPM results in a much more rapid and effective development and deployment cycle than the typical prototype and iteration development approach.

The Metastorm Professional Services team is available to assist with implementation or customization of the Metastorm Six Sigma ProGuide Methodology for your organization and projects. Metastorm consultants can accelerate your success by providing valuable years of project experience and expertise with Metastorm products. Metastorm Professional Services also provide a method for quick-start knowledge transfer to your team that will continue to deliver valuable results for years to come.

For more information on how Metastorm solutions can help you, contact us at 1 877-321-META or sales@metastorm.com.

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