

Lean Six Sigma Toolkit

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How to use this toolkit

1. Start with the Project Charter (Define phase): problem, goal, scope and team.
2. Map the process at high level with SIPOC.
3. Use FMEA to rank risks: Severity x Occurrence x Detection = RPN (calculated automatically).
4. Hold the gains with the Control Plan (Control phase).

Cells with a light yellow fill are for your input. Row 1 of each table shows an example in grey italics: overwrite or delete it.

Light yellow = your input

[> Project Charter](#)

[> SIPOC](#)

[> FMEA](#)

[> Control Plan](#)

Need help? Lean Six Sigma Coach GPT, Green & Black Belt programs and project coaching: info@greeceleansixsigma.gr | +30 231 231 5681

DMAIC Project Charter

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Field	Your project	Example
Project title		<i>Reduce hotel check-in waiting time</i>
Project leader (Belt)		<i>Front Office Manager (Green Belt)</i>
Sponsor / Champion		<i>General Manager</i>
Start date / target end date		<i>01/11 to 30/04</i>
Business case (why now?)		<i>Long waits at peak hours lower guest satisfaction scores and create overtime.</i>
Problem statement (what, where, when, how much)		<i>Between 15:00 and 18:00, 40% of guests wait more than 10 minutes to check in.</i>
Goal statement (SMART)		<i>Reduce the share of guests waiting more than 10 minutes to below 10% by 30/04.</i>
Primary metric (Y)		<i>% of guests waiting more than 10 minutes</i>
Secondary / guardrail metrics		<i>Guest satisfaction score, front office overtime hours</i>
In scope		<i>Check-in process for individual guests, 15:00 to 18:00</i>
Out of scope		<i>Group arrivals, online check-in system replacement</i>

Team members & roles		Front office supervisor, housekeeping supervisor, IT analyst
Customers / stakeholders		Guests, front office team, housekeeping, revenue management
Expected benefits		Higher guest satisfaction, less overtime, smoother handover with housekeeping
Milestones (DMAIC)		Define 2 wks, Measure 4 wks, Analyze 4 wks, Improve 6 wks, Control 4 wks
Approvals (sponsor, date)		

SIPOC

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Suppliers	Inputs	Process (5 to 7 high-level steps)	Outputs	Customers
Housekeeping	Clean-room status	1. Guest arrives and queues	Room key and welcome	Guest

Tip: fill the Process column first, then Outputs and Customers, then Inputs and Suppliers.

FMEA
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[illegible]

RPN = Severity x Occurrence x Detection. Values 1 (best) to 10 (worst). Prioritise the highest RPN and any Severity of 9 or 10.

Control Plan

[illegible]