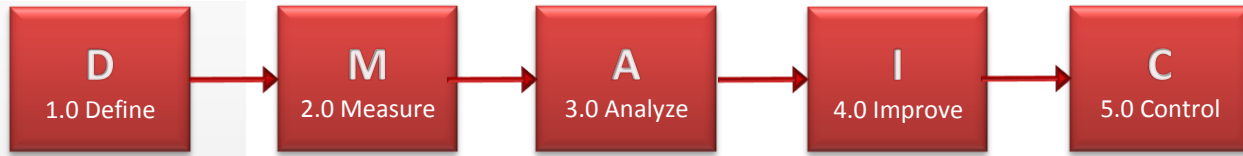


# Customer Requirements

Peter Herku

*Author of Profitable Empowerment*

# Lean Six Sigma Roadmap

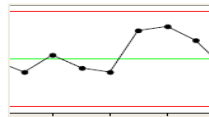


CHALLENGE

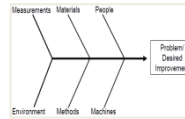
SOLUTION



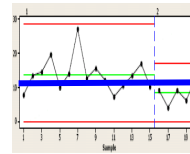
Project Charter



Baseline



Cause & Effect

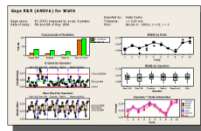


Testing

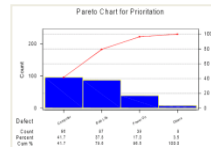
Control Plan



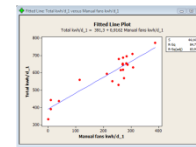
Process Flowchart



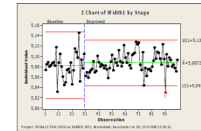
Measurement System



Pareto



Regression



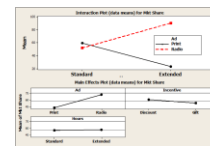
Monitoring



Customer Requirements



Sigma level, DPMO



DOE

Mitigation Plan



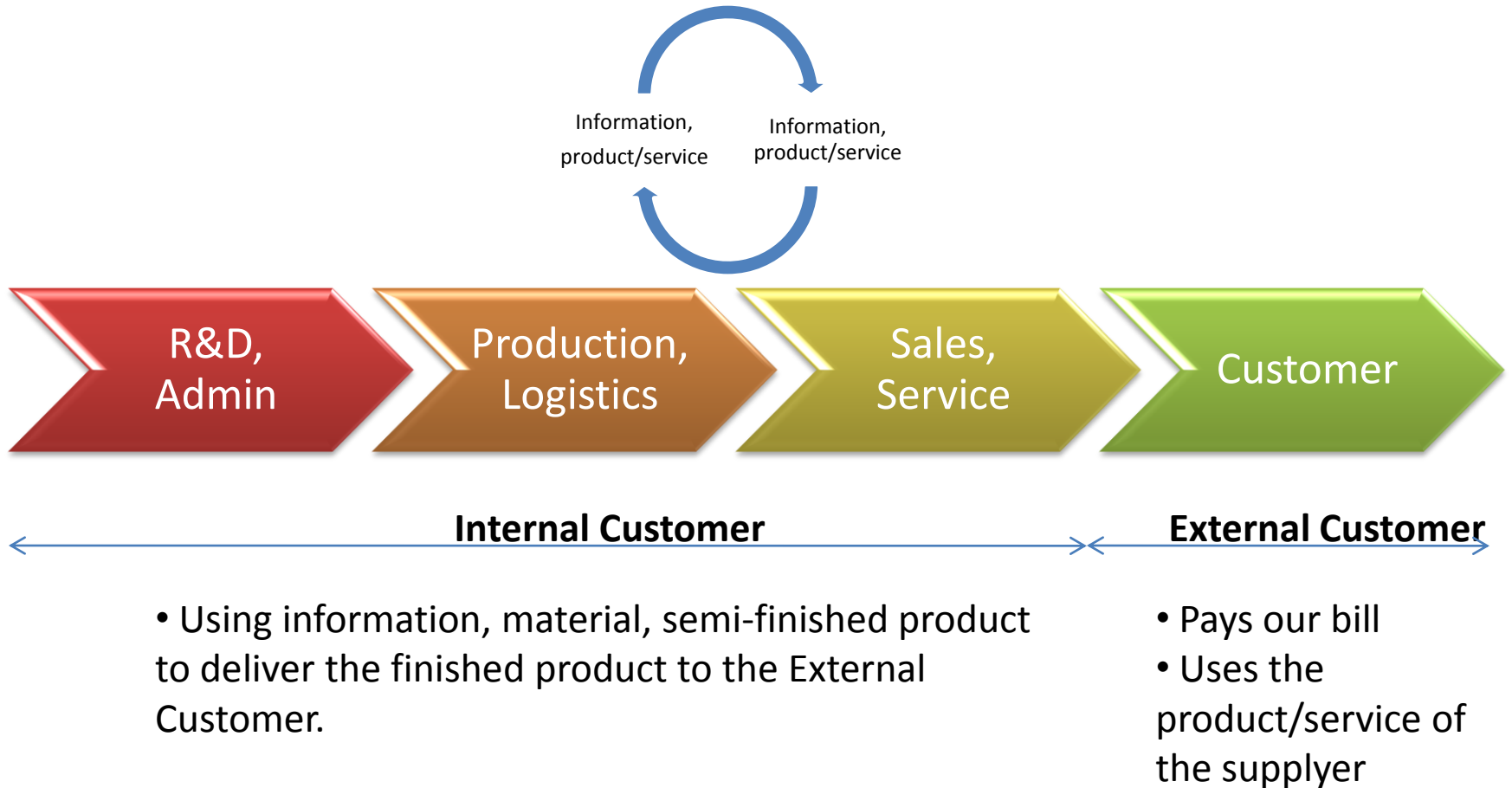
5 S

Hand-off

# Index

1. Who is the customer?
2. 3 critical factors of satisfaction
3. Why map customer requirements?
4. Company-wide customer focus

# Who is the customer?



Everybody is a supplier and a customer in your organization.

# 3 critical factors of satisfaction



3 factors in balance through the whole organization

# Why map customer requirements?

## 1. Why to do this for Lean Six Sigma?

- to avoid local optimization
- To have clear priorities

## 2. How to do it?

- List all receivers of the process output
- Discuss their requirements concerning quality, delivery and cost

# Customer matrix

1. Put yourself in the shoes of the customer
2. Fill in this matrix with your LSS team

	Customer Requirements		
Customer	Quality	Delivery	Costs

3. As you work on this, answer these questions
  - Who should be informed about any change in the process?
  - Who will be impacted by the changes
  - Which customer is our main drive and focus to satisfy?

# Company-wide customer focus

How to achieve this?

- Many Lean Six Sigma projects
- Be interested in your customer
- Continuous communication
- Have a “cockpit” to know where to improve
- Continuous improvement mentality
- Be open and appreciate customers’ remarks even if they’re negative