

Contributing to the application of Six Sigma process mapping

Overview

This standard covers the competences required for contributing to a Six Sigma process mapping activity. It requires that you contribute to selecting a suitable process on which to carry out the process mapping activity, and to identifying the key stages that form the overall process under investigation. These would be the process input variables and the process output variables, and would include items that are controllable, critical, noise/disturbance, and standard operating procedures (SOPs).

You will be required to contribute to the construction of the process map for the Six Sigma project, and the identification of the value added and non-value added steps in the process. You will also need to contribute to considering the information gathered in the Six Sigma mapping activity, and to suggesting areas where improvements can be made to the process as a result of the information gathered.

Your responsibilities will require you to comply with organisational policy and procedures for the activities undertaken, and to report any problems with the activities that you cannot solve, or that are outside your responsibility, to the appropriate authority. You must contribute to ensuring that all the necessary documentation/visual representation is completed accurately and legibly. You will be expected to take responsibility for your own actions within the activity, and for the quality and accuracy of the work that you produce.

Your underpinning knowledge will provide a good understanding of Six Sigma process mapping, and will provide an informed approach to the techniques and procedures used. You will need to understand the principles and the application of Six Sigma process mapping, in adequate depth to provide a sound basis for carrying out the activities to the required criteria.

Applying safe working practices will be a key issue throughout.

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Performance criteria

You must be able to:

1. work safely at all times, complying with health and safety and other relevant regulations, directives and guidelines
2. contribute to the selection of a suitable process on which to carry out the process mapping activity
3. contribute to identifying the key stages that form the overall process under investigation
4. contribute to the collection of data necessary to construct the Six Sigma process map
5. contribute to the production of the process map for the Six Sigma project
6. contribute to the identification of value added and non-value added steps in a process
7. contribute to identifying improvements to the process, as a result of the information gathered in the Six Sigma mapping activity

Knowledge and understanding

You need to know and understand:

1. how to work safely at all times, complying with health and safety and other relevant regulations, directives and guidelines
2. the benefits of carrying out Six Sigma process mapping
3. how to define a Six Sigma process map
4. how the Six Sigma process map fits within a Six Sigma project
5. the meanings of key process input variables and the key process output variables
6. the data collection point for the key process input variables and the key process output variables
7. what the main types of key process input variables and the key process output variables are in terms of being controllable, critical, noise/disturbance, or standard operating procedures (SOPs)
8. the people who should be involved in creating a Six Sigma process map
9. the difference between a value added activity and a non-value added activity
10. the roles of individuals within a process mapping team
11. the extent of your own authority within the project, and to whom you should report in the event of problems that you cannot resolve

Scope/range related to performance criteria

1. Contribute to the production of a process map, which identifies **both** of the following:
 1. the key process input variables
 2. the key process output variables
2. Contribute to the classification of both the key process input variables and the key process output variables, as **one** of the following:
 1. controllable
 2. critical
 3. noise/disturbance
 4. standard operating procedure
3. Contribute to the identification and adding to the process map, the specifications of **both** the:
 1. key process input variables
 2. key process output variables

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Developed by	Enginuity
Version Number	3
Date Approved	30 Mar 2023
Indicative Review Date	31 Mar 2028
Validity	Current
Status	Original
Originating Organisation	Enginuity
Original URN	SEMBIT214
Relevant Occupations	Associate Professionals and Technical Occupations, Business and Finance Associate Professionals, Business Management, Business, Administration and Law
Suite	Business Improvement Techniques Suite 2
Keywords	Engineering; business; improvement; techniques; six sigma; mapping activity; input variables; output variables