

Project Name	Six Sigma Project for Reducing the Percentage of Damaged Packets				
Project Number	586930				
Process Name	Reducing the Percentage of Damaged Packets in East Coast	Yellow Belt	Jim		
Sub Process Name	Packaging and Logistics	Sponser	David		
Business Case					
<p>The average number of damaged packets has consistently increased by 30% from the past year resulting in additional staffing and facility costs of \$3 million. The increasing trend of damaged packets is a bigger cause of concern because the percentage of damaged packets of our total units sold has now touched 5%. It has also resulted in an 11% dip in Customer Satisfaction Scores. If ignored, this can seriously impact top line growth.</p> <p>It has been observed that increase in damaged packets in the East Coast is higher, in general. (7% in East Coast alone).</p> <p>By reducing damaged packets, the company will be able to restore customer confidence in products and use it as a competitive advantage too.</p>					
Problem/Opportunity Statement					
30% increase in damaged packets is a serious business problem to be addressed immediately. The reason for the increase in damaged packets is not clear. This project aims to reduce the percentage of damaged packets to no more than 1% of the total units sold.					
Goal Statement					
Reduce the percentage of damaged packets from an average 7% per month to 1% per month in East Coast by November this year.					
Project CTQ Details					
CTQs		Unit of Measure	Target		
Damaged Parts		%	<1% per month		
Project Milestones					
Start Date		End Date			
Phases	Target Date	Actual Date	Toll gate Review Date		
Define	5/1/2011	5/3/2011	5/5/2011		
Measure	5/20/2011	5/20/2011	5/22/2011		
Analyze	5/27/2011	5/27/2011	5/27/2011		
Improve	6/30/2011	7/5/2011	7/5/2011		
Control	7/18/2011	7/25/2011	7/28/2011		
Roles & Responsibilities					
Name	Approver	Resource	Member	Interested Party	Time Commitment
Colin	X				1 hr/wk
Jim	X	X			5 hr/wk
David			X		1 hr/wk
Amy			X		1 hr/wk
Paul			X		1 hr/wk
Walter			X		1 hr/wk
Sandy				X	0.5 hr/wk
Robert			X		1 hr/wk
Project Comments					
NA					
Project Charter Sign Off (with date)					
Sponser	Jim				
Yellow Belt	David				
Coach	This project does not have a coach				