

# ITSM Offering: Lean Sigma Process Improvement Pilot

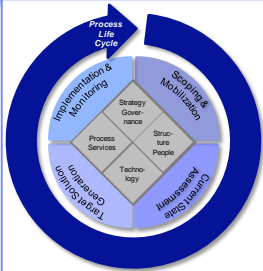
## Challenges

- High process costs, long lead times, missing KPIs, in-transparent process activities and quality issues are a typical reality of historically grown processes.

## Product Description

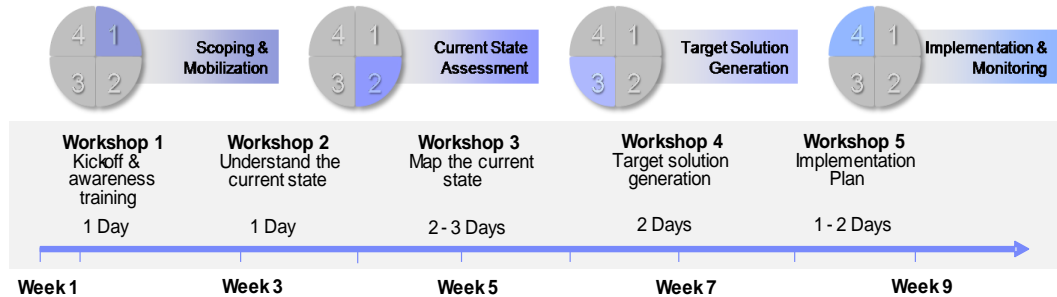
- Processes optimized by Lean Sigma are more efficient and meet customers needs better and to a higher quality.
- A pilot has proven itself to be useful to kick start a process excellence program, creating momentum for Lean across all involved business units – typically a pilot consists of 2 processes

## Consulting Approach



- Process Excellence requires continuously optimized processes correlated to a robust BPM (Business Process Model)
- Lean identifies what is of customers value and removes non-value adding activities.
- Six Sigma reduces defects and variance and increases process stability and process quality.

We recommend our proven “Drum-Beat Approach” of 5 Workshops to improve a process – from the Current State pain points to Target Solutions and a matching Implementation Plan.



## Client Benefits

- A pilot provides rapid benefits across business units, proves that the method works in the organization’s environment and provides the basis for decision making regarding a way forward into a comprehensive Lean Sigma program.
- Estimated savings: 30% - 40% of process operating cost

## IBM Value Proposition

- Our industry specific assets and accelerators
- Our deep industry, process, and technology expertise
- IBM’s references and lessons learned.