

# Six Sigma Projects List - Generic Headings



Project Type	Project Area	Key Metric
Transactional (Business and Support Processes)	Accounts	Invoice processing time - days
	Accounts	Invoice errors - count and value
	Accounts	Credit notes - count and value
	Accounts	Outstanding debt - value and days
	Finance/Control	Cash flow - monthly overdraft limit/cost
	Finance/Control	Stock - value and space
	Finance/Control	Stock accuracy of finished units - count and value of adjustments
	Finance/Control	Adherence to approval process - count and value
	Finance/Control	Capital Project Installation Costs - actual versus forecast value
	HR/Training	Availability of required skill set - %
	HR/Training	Employee restriction to work - days
	HR/Training	Recruitment leadtime - days
	HR/Training	Non-attendance at training - count
	HR/Training	Quality Circle completion - count
	Logistics	Forklift Utilisation - %
	Logistics	Customer On Time Delivery - count of order lines
	Logistics	Bought Out Parts delivery waiting times - minutes
	Logistics	Premium Freight to Sub Contractors/Customers - value
	Logistics	Picking errors - count of order lines
	Logistics	Pallet availability - count of units re-packed
	Logistics	Spend on third party pallets - value
	Purchasing	Release of Purchase Order - days
	Purchasing	Spend on materials, services and utilities- value
	Purchasing	Overseas sourcing - value
	Purchasing	Number of suppliers - count
	Purchasing	Duty Recovery on imported items - second tier - value
	Purchasing	Warranty recovery from suppliers - value
	Quality	Customer Quality Score - %
	Quality	Removal of major and minor non-conformancies (ISO9001 and ISO14001)
	Sales	Enquiry to order processing time - days
	Sales	Quotes converted to Sales Orders - value
	Sales	Work done prior to customer authorisation - value
Sales	Voice of the Customer - count of complaints	
Operational	Resource/Equipment Availability	Downtime - minutes
	Resource/Equipment Availability	Delays due to equipment availability - minutes
	Resource/Equipment Availability	Delays due to material availability - minutes
	Resource/Equipment Availability	Change over time - minutes
	Resource/Equipment Availability	New Product Introduction - weeks
	Resource/Equipment Productivity	Worktime availability - No of hours per day/%
	Resource/Equipment Productivity	Optimisation of Value Stream and Process Flow - % Value Adding time
	Resource/Equipment Productivity	Tool Life - count of units
	Product/Service Quality	Warranty reduction - count and value
	Product/Service Quality	Customer rejects - count and value
	Product/Service Quality	Internal rejects - count and value
	Product/Service Quality	Off-line processing - count and value
	Product/Service Quality	Rework - count and value
	Product/Service Quality	Equipment installation errors - count and value
	Product/Service Quality	8D (Quality Concern) Closures - days
	Product/Service Quality	Bought out parts quality - count and value
	Product/Service Quality	Supplier Quality Performance - %
	Handling	Dirty/damaged units - count
	Handling	Mismatch between part and label details - count
	Design	Accuracy of BOM release - count of errors
	Design	Transport to/from site - identify cost variables
	Design	Operating efficiency - identify variables
	Design	New Product Introduction - identify design options
	Design	Raw Material Obsolescence - identify alternatives
	Design	Project Cost Tracking - identify actual costs
	Design	Product Approval leadtime for home and export markets - weeks
	Design	Alternative product selection - hours to identify