

# SOLUTE

Business Process Engineering



## **Knowledge Management & Lean Six Sigma Consulting Services**

[solute-info@solute.us](mailto:solute-info@solute.us)

# Process Improvement



- δ **SOLUTE Consulting incorporates the processes of Knowledge Management and the methodology of Lean Six Sigma to provide our customers tailored solutions for:**
  - Identifying information flows
  - Identifying processes for improvement
  - Capturing knowledge of the workforce
  - Creating an efficient, knowledge sharing environment



# What is KM?

- δ **Knowledge Management can be defined as a collection of activities, processes and policies which enable organizations to apply knowledge to improve effectiveness, innovation and quality.**
- δ **“Knowledge is what people know”**
- δ **The purpose of Knowledge Management is to increase competitive advantage.**
  - **Helping organizations know what they know – and share that knowledge throughout the enterprise**

# What Is Six Sigma?

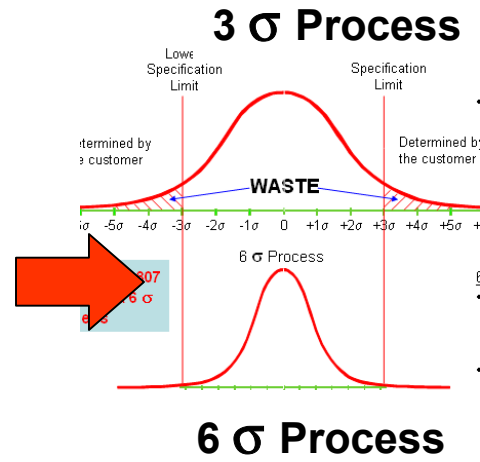


## δ A Methodology

- DMAIC/DFSS structured problem solving roadmap and tools.

## δ A Metric

- Statistic - standard deviations in a normal curve
- A goal — 3.4 defects per million opportunities



## δ A SOLUTE Management Philosophy

- **Six Sigma is a customer-focused, data-driven quality strategy.** It is a rigorous and systematic methodology that utilizes collected information and statistical analysis to measure and improve a company's operational performance, practices, systems, and processes.



# What Is Lean Six Sigma?

## Lean Six Sigma:

Combination of two powerful  
and proven process improvement methods

- δ Lean, pioneered by Toyota, focuses on efficient operation of the entire value chain.
  - Remove non-value added steps to:
    - Reduce cycle time
    - Improve quality
  - Align production with demand.
  - Reduce inventory.
  - Improve process safety and efficiency.

- δ Six Sigma, developed by Motorola, made famous by GE:
  - Measure of process capability
  - Set of tools
  - Disciplined methodology
  - Vision for quality
  - Philosophy
  - Strategy

# SOLUTE Methodology



- δ Identify Processes for improvement
- δ Train staff members in SOLUTE's Lean 6σ methodology
- δ Utilize KM principles to create knowledge centric environment
  - Knowledge Inventory
  - Knowledge Capture
  - Knowledge Sharing



# Why Lean Six Sigma?

- δ SOLUTE utilizes the methodology of Lean Six Sigma (LSS), along with KM based on a proven track record of success.
- δ The LSS process is applied to:
  - Determine training effectiveness
  - Implement training improvements
  - Improve policies and procedures



## Why KM?

- δ **U.S. DoD**
  - 675,000 (75%) of civilian workforce eligible to retire in 2008.
- δ **1/3 of all schoolteachers may retire by 2008.**
- δ **NASA**
  - The number of 60+ outnumber those under age 30 by 3-1.
- δ **Oil and gas industry**
  - Estimate a loss 60% of employees to retirement by 2010.

(Liebowitz 2003)

**THIS EQUALS A LOSS OF DECADES  
OF EXPERIENCE AND KNOWLEDGE**



# Why KM?

## δ Need to share knowledge

### – U.S. Army

- Battle Command Knowledge System
  - Share after actions from patrols
  - Saving lives through emerging Tactics, Techniques and Procedures

### – U.S. Navy

- Share knowledge for decisions to be made
  - Knowledge Inventory
  - Decision Superiority through timely, relevant, actionable information

**KM Implementation has saved lives**



# How do we do this?

- δ Information Mapping
  - What are the processes of your organization
- δ Knowledge Inventories
  - “Learn” what your organization “knows”
- δ Learning Life-cycle
  - Pre-flight: Learning from others prior to a project
  - Roundup’s: Learning at key points throughout the project
  - Hotwash: Structured Lessons Learned capture
- δ Knowledge Capture and Transfer
  - Project and personnel turnover processes
- δ Knowledge Sharing
  - Central repository for “lessons identified” and “Better Practices”
- δ Knowledge Re-use

**Don't let knowledge walk out the door**



## Knowledge Re-use

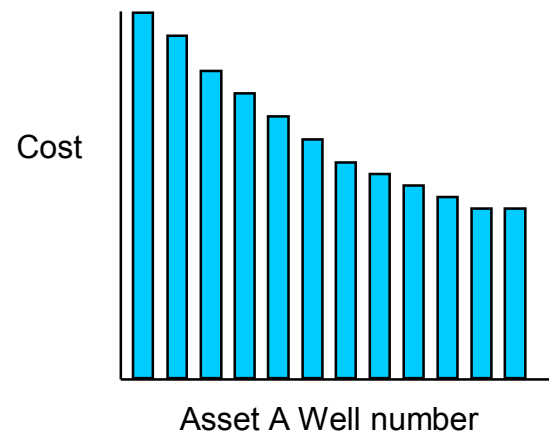


Figure A.

**Accelerating learning  
in a single business**

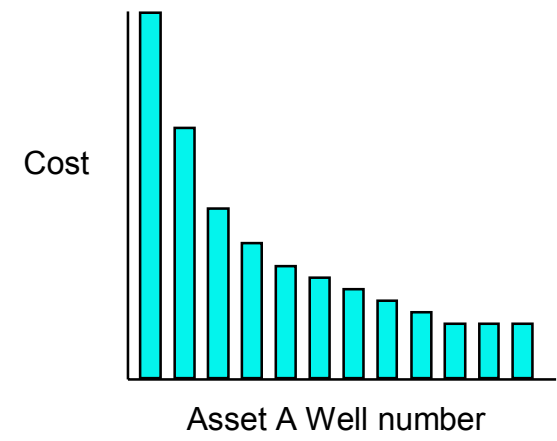


Figure B.

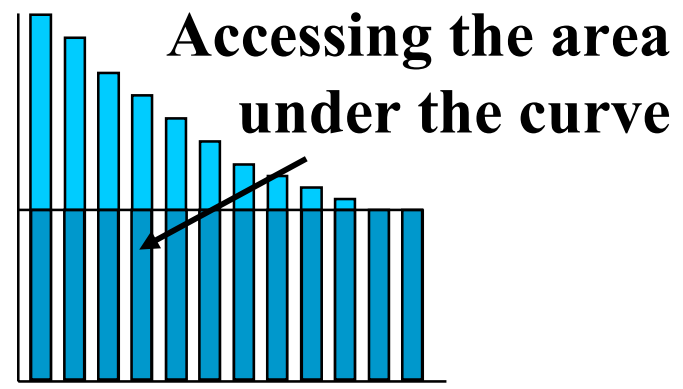


Figure C.



## About SOLUTE

- δ Headquartered in San Diego, California, SOLUTE Consulting is a Service-Disabled Veteran-Owned Small Business with a presence in many major military areas.
- δ The SOLUTE team specializes in creating powerful solutions to the most complex business process challenges.

**SOLUTE: The Power of Solutions**

**[www.solute.us](http://www.solute.us)**

# SOLUTE

Business Process Engineering



## Knowledge Management & Lean Six Sigma Consulting Services

[solute-info@solute.us](mailto:solute-info@solute.us)