

Six Sigma Project Examples . . . “It’s NOT for just widgets any more!”

Order Processing and Customer Service

- Time-on-hold, time-to-resolve
- Percent customer (internal and external) inquires resolved correctly on first contact
- Order accuracy, completeness, and timeliness
- Price accuracy - quote through invoice
- Ratio of call-backs to call-ins
- Cycle time to complete order processing; number of inspections and non-value-added steps
- First pass yield through quote, order, fill, invoice and collect steps
- Customer satisfaction scores (reliability, responsiveness, competence, courtesy, credibility, accessibility, empathy) and complaint rates
- Turnover rates and critical skill gap rates
- Premium freight
- Customer information accuracy and completeness