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Benchmarking and Sharing Best Practices

Benchmarking is the process of looking at one system and applying the concepts observed to our own system. Part of benchmarking is knowledge sharing.

The idea is to go to another place of business that can be similar, but doesn't necessarily have to be exactly the same kind of business. People are sometimes more open-minded if they are looking at an organization that would not be considered a competitor. Sharing knowledge and looking at things with a new eye is beneficial for both parties.

The company that is being bench-marked usually gets validated and grows employee pride and morale when employees see that they have some "Best-Practices." They think, "Gee, we must be doing something right..." and it helps their commitment factor. Remember that benchmarking can also be done internally, as most organizations have lots of internal subject-matter experts!

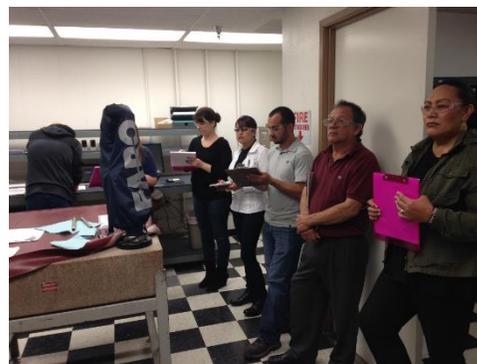
Once you have seen other ways of doing things, it's time to figure out how your organization can also begin to do things differently and make some meaningful improvements based on the new observations. This information is "emergent," it morphs to fit your particular application and culture, and different iterations develop over time. Everyone must make sense of the new information and come to consensus on the new Operational Definition. Does it mean the same to everyone?

Your observation or benchmarking team must set a plan in place listing materials needed, when, where and how new operations are to be changed or installed, identify and plan for any new training or skills development that will lead to successful implementation and acceptance of the new ideas. You might want to run a pilot or beta-test to test if the new idea(s) will work. Be patient. Expect resistance at first. Remember the stages of team dynamics: Forming, Storming, Norming and Performing. The key to getting the team out of the Storming phase faster is to begin to introduce a standardized approach like Lean Six Sigma and standardized tools such as the tools listed below:

DMAIC Process Roadmap

Define	Measure	Analyze	Improve	Control
Activities <ul style="list-style-type: none"> Identify Problem Complete Charter Develop SIPOC Map Map Business Process Map Value Stream Gather Voice of the Customer & Voice of the Business Develop OCR's & CBR's Finalize Project Focus 	<ul style="list-style-type: none"> Identify Key Input, Process and Output Metrics Develop Operational Definitions Develop Data Collection Plan Validate Measurement System Collect Baseline Data Determine Process Performance/Capability Validate Business Opportunity 	<ul style="list-style-type: none"> Propose Critical X's Prioritize Critical X's Conduct Root Cause Analysis on Critical X's Validate Critical X's Estimate the Impact of Each X on Y Quantify the Opportunity Prioritize Root Causes 	<ul style="list-style-type: none"> Develop Potential Solutions Develop Evaluation Criteria & Select Best Solutions Evaluate Solution for Risk Optimize Solution Develop "To-Be" Process Map(s) and High-Level Implementation Plan Develop Pilot Plan & Pilot Solution 	<ul style="list-style-type: none"> Develop SOP's, Training Plan & Process Control System Implement Process Changes and Controls Monitor & Stabilize Process Transition Project to Process Owner Identify Project Replication Opportunities Calculate Financial Benefits
Tools <ul style="list-style-type: none"> Pareto Charts Project Selection Tools PIP Management Process Value Stream Map Various Financial Analysis Charter Form Stakeholder Analysis Communication Plan SIPOC Map High-Level Process Map High-Value Added Analysis VOC and Kanb Analysis RACI and Quad Charts 	<ul style="list-style-type: none"> SIPOC Map Operational Definitions Data Collection Plan Statistical Sampling Measurement System Analyse (MSA), Gage R&R Constraint Identification Setup Reduction Generic Pull Kaizen TPM Control Charts Process Capability, Cp & Cpk 	<ul style="list-style-type: none"> Pareto Charts C&E Matrix C&E/Fishbone Diagrams Brainstorming Detailed "As-Is" Process Maps Basic Statistical Tools SupplyChainAccelerator Analysis Non Value-Added Analysis Hypothesis Testing FMEA Box Plots Interaction Plots Simple & Multiple Regression ANOVA 	<ul style="list-style-type: none"> Brainstorming Benchmarking Process Improvement Techniques Line Balancing Process Flow Improvement Replenishment Pull Purchasing and Sales Strategy Poka-Yoke FMEA Solution Selection Matrix "To-Be" Process Maps Piloting and Simulation 	<ul style="list-style-type: none"> Control Charts Standard Operating Procedures (SOP's) Training Plan Communication Plan Implementation Plan Visual Process Control Process Control Plans Project Commissioning Project Replication Plan-Do-Check-Act Cycle

This week, I took Green Belt Candidates from one company to benchmark at another company. Below is Chief Inspector, Jase Rex, leading a benchmarking tour and showing off a [FARO](#) measuring arm called a CMM, or portable Coordinate Measurement Machine. It is computerized and designed to work with very user-friendly software that allows the user easy verification of product quality by performing 3-D inspections, tool certifications, CAD drawing comparison, dimensional analysis, reverse-engineering, and more. The cross-functional Green Belt Candidate group that visited, was very impressed and was busy taking valuable notes. They are participating in a 15-20 week Green Belt Certification class and Green Belt Project Implementation.



Contact us for your complimentary 30-Minute Consultation and receive a **FREE Six Sigma DMAIC Toolbox Road Map**. If interested please fill out the [contact form](#) at the Multicultural Associates website.



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