SIX SIGMA IN THE LIBRARY

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WHAT IS SIX SIGMA?

- 6S is a process improvement strategy designed to reduce defects and minimize variation in production work
- Originally designed by Motorola for manufacturing processes
- Sought to achieve 99.99966% accuracy (3.4 DPMO)
- 6S uses team-based methodology to find the root cause of a problem and the best suited solution

WHY BRING SIX SIGMA TO THE LIBRARY?

- Streamline processes
- Many evolved processes in libraries
- Eliminate defects
- Many defects in day-to-day operations
- Six Sigma methodology can help dramatically improve performance in the library
WHEN DO YOU USE SIX SIGMA?

• When the solution is not known
• When a process is too slow (Cycle-Time)
• When a process breaks down (Defects)
• When management is willing to commit significant resources and time to solving the problem

WHEN NOT 6S?

• When you already know the solution (Go-do’s)
• When you are trying to come up with the next cool idea
• When you are on your own to fix the problem (6S is team-based)

DEFINE THE PROBLEM

• What is wrong?
• How do you know?
• Where is it happening?
• What should be happening?
THE CHILI INCIDENT

GATHER BASELINE STATS
Where is the problem? Is this a project or a go-to?

3 KEYS TO A SUCCESSFUL PROJECT

Who
1. Students
2. Faculty
3. Staff
4. External Public
5. Media
6. Reciprocal Beneficiaries
7. Other

Methods
1. Parent complaints
2. Parent reports
3. Violence (pupils and staff)
4. Back the process
5. Benchmark
6. Other

What
1. Fast service
2. Accurate answers
3. Friendly staff
4. Access to resources
5. Other

Requirements
1. Policy
2. Contract
3. Laws
DEFINE PROJECT BOUNDARIES

- Supplier
- Input
- Process
- Output
- Customer

PROJECT MANAGEMENT
Who, What, and When?

MAPPING THE PROCESS

- Process Maps show how the work is currently performed
- Allows everyone to easily visualize what is happening
- Often highlights high-level issues that can easily improve processes
PROCESS ACCORDING TO MANAGEMENT

BASELINE

PROCESS ACCORDING TO STAFF

BASELINE

DATA COLLECTION

- Organized collectors
- Strict criteria
- Methodical process
- Valid Sample
PROCESS CAPABILITY

• How well does the old process work?
• What is acceptable (USL/LSL)?

THE CRITICAL X’S

PRIORITIZE SOLUTIONS

• Building without boundaries
• Poke-Yoke
CONTROL SYSTEM

- Provide a method of gathering statistics
- Ensure continued success
- Champion the use of data in day-to-day processes
- Simplify future projects

FINAL DOCUMENTATION

- Include:
  - The charter
  - Collected data
  - The old process map
  - The new process map
  - Control chart

THANK YOU
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