

**6 Sigma
GB Project**

Reduction of Cost of Poor Quality

A Six Sigma Project Report

Champion

Project Leader



Define

Voice of Business

Step 2



Voice of Business

a) Customer Problems are not resolved which delays the resolution to customer and gives repeat calling as well as increase the Customer Dissatisfaction.

b) Invalid SR TT reduces the First Time Resolution which will impacts our Business KPI's

SIPOC Template and Example



Supplier	Input	Process	Output	Customer
HR	Agents	Customer selects voice/Chat/Email support and the contact is routed to CC		
McAfee	Calls received	Agent greets the customer and proceeds with required verification		
Training	Trained agents, Refreshers	Probing is done to identify customer's concern on the call & accordingly troubleshooting is done for the resolution		
SQMS	Monitoring & Feedbacks	<ol style="list-style-type: none"> In case, the resolution is not possible on the current call, schedule the call back from Tier 2. Tier 2 will take the ownership then. In case the resolution is provided by Tier 1 then Tier 1 to close the case and complete the documentation. 	<ol style="list-style-type: none"> Closed cases Case Code documentation 	End User Quality Team SD
		In case of escalated cases, Tier 2 to make the call back to complete the resolution and then close the case with complete documentation	<ol style="list-style-type: none"> Closed cases Case Code documentation 	End User Quality Team SD
		Survey triggers on a random basis for closed cases	Satisfied /Dissatisfied customers	Quality Team SD