

SUSTAINMENT PROCESS



The purpose of a sustainment process is to plan, manage and monitor sustaining measures for the Lean Six Sigma project once it is completed.

Measurement Timeline:

The task of performing measurements is assigned to the team lead or member. Measurements are to be taken one per month for 6 months and then every 6 months for 3 years or until there is a significant change that nullifies the new process.

No Data or Unacceptable Variance

- If 2 months go by with no data submitted, the Project Lead (Lean Six Sigma Learner) will escalate to the Sponsor and Lean Six Sigma Facilitators
- If there are 2 months where more than 5% variance from improvements are noted, the Project Lead (Lean Six Sigma Learner) will arrange a call with the Team Lead and Sponsor to discuss actions/next step

Role	Responsibility in the Sustainment Process
Team Lead	<ul style="list-style-type: none">• Arrange for sustaining measurements to be taken (prescribed times/measures)• Collect measures or delegate to a team member and send to Project Lead
Project Lead (Lean Six Sigma Learner)	<ul style="list-style-type: none">• Receive the sustaining measures from the team• Complete data analysis from sustaining measures and compare them to the improvement• Determine if sustaining measures are outside the variance and communicate variance to the Sponsor and Team Lead• If second month of sustaining measures are missed, arrange a phone call with Sponsor and Team Lead to discuss mitigation
Sponsor	<ul style="list-style-type: none">• Responds to inquiries regarding missed/out of variance sustaining measures• Supports data collection• Participates in mitigation strategy planning when sustaining measures come out of variance

If the Team Lead or Sponsor move (i.e. to another area, job, etc), they are to hand off sustaining measures tasks to their replacement, as appropriate. If there is no replacement hired when needed, the Team Lead will inform the Project Lead (Lean Six Sigma Learner).