

Real-Life Case Studies Across Industries

Module 1: Introduction to Case Studies

- What is a case study
- Why case studies are important in Lean Six Sigma
- Learning through real-world examples
- How to analyze a case

Module 2: Manufacturing Case Study

- Example: reducing defects in a production process
- Problem identification
- Root cause analysis
- Improvements implemented
- Results achieved

Module 3: Service Industry Case Study

- Example: reducing waiting time in a service process
- Identifying delays and inefficiencies
- Process improvements
- Impact on customer satisfaction

Module 4: IT Industry Case Study

- Example: reducing software defects or improving delivery time
- Identifying bottlenecks in development/testing
- Applying process improvements
- Measurable outcomes

Module 5: Activity & Key Learnings

- Analyze a simple case (given scenario)
- Identify problem, cause, and solution
- Discuss improvements across industries
- Key takeaways: same principles, different applications