

***Leaner Six Sigma*[™] in Government**

It is important to mention that most research will refer to Lean Six Sigma as opposed to our product, *Leaner Six Sigma*[™]. At Simple, Smart Decision-Making, Inc. we make Lean, Leaner.

Leaner Six Sigma[™] is an appropriate approach for government operations, owing to the complexity of the tasks and availability of limited resources for several sectors. For governments, it is important to pinpoint the areas that need more resources than others do and to reduce waste as much as possible to ensure smooth state operations. The application of *Leaner Six Sigma*[™] becomes even more significant, as the unintended consequences of certain actions can result in a widespread impact on several people.

Challenges

Despite many reforms in the local government framework with time, the public sector still lacks performance efficiencies and agile public administration mechanisms. Following is a summary of the most common and pressing challenges faced by the local government.

- Innovation and developmental practices are not usually seen in local governments and bureaucracies. Despite the repeated attempts from various public agencies, the system still lacks the implementation of waste reduction and radical performance improvements.

- Time is an important aspect of the working of the local government. The primary function of the government is to reduce its response time for citizens' complaints and requirements. This challenge is associated with the need of recruiting more staff and acquiring resources to meet the increasing demand (Antony, Rodgers, & Cudney, 2017).
- National and political uncertainties, lack of communication, leadership challenges, and cultural changes are some of the barriers that hinder growth and improvement in the local public sector (Antony, Rodgers, & Cudney, 2017).

Solution and Benefits

Improved IT and technological innovation in the government tasks, combined with *Leaner Six Sigma*[™], result in project improvement. The summary of solutions for the above challenges and their potential benefits are listed below:

- Deployment of technology for information coordination can reduce costs and eliminate wastes significantly. Online and automated portals for citizen complaints and feedback can reduce employee person-hours, which means that more financial resources will be available for the citizens. It will not only help in increasing efficiency but will also enhance productivity in other crucial areas.
- Define, measure, analyze, improve, and control or DMAIC tools of the *Leaner Six Sigma*[™], approach can help the local government to measure the current performance and eliminate the elements that are not producing desired outcomes (Furterer & Elshennawy, 2005). Continuous monitoring through

these agile tools can also help in pinpointing the defects in the system and identifying their root cause.

- The *Leaner Six Sigma*[™] approach can help the government to become customer-centric and to regulate its operations in order to achieve the ultimate satisfaction of the citizens. Hence, the government will become more focused on value creation (Antony, Rodgers, & Cudney, 2017).
- Better communication and collaboration among various government bodies and with the citizens is important to identify the changing mechanisms and acknowledge the difference in opinions and cultures. Collaboration and teamwork can reduce performance mishaps significantly.

Leaner Six Sigma[™], approaches local government can overcome process waste, information waste, lack of clear focus, and increased pressure regarding time and cost. These approaches can help the government establish a successful change in face of the aforementioned challenges.

References

Antony, J., Rodgers, B., & Cudney, E. A. (2017). Lean Six Sigma for public sector organizations: is it a myth or reality?. *International Journal of Quality & Reliability Management*.

Furterer, S., & Elshennawy, A. K. (2005). Implementation of TQM and lean Six Sigma tools in local government: a framework and a case study. *Total Quality Management & Business Excellence*, 16(10), 1179-1191.