

***Leaner Six Sigma*[™] Lean Six-Sigma for IT**

Lean Six Sigma methodology has been acknowledged as a management procedure in services sectors like information technology (IT), which is intended to achieve operational excellence. Our approach, *Leaner Six Sigma*[™] makes everything easier and Leaner. Most of the research available, since our approach is next generation and cutting edge is related to Lean Six Sigma.

The core purpose of using the *Leaner Six Sigma*[™] approach in IT is to achieve the core purpose of IT organizations, which includes acquiring effectiveness, efficiency, high quality, reduced time, lower costs, and enhanced customer satisfaction (Shamsi & Alam, 2018). In the present digital age, the increased dispersal of information and availability of several techniques and devices that facilitate innovation have shifted the focus of organizations towards gaining a competitive advantage. LSS acts as a valuable tool to improve time and cost allocation processes in the IT companies and enhances their customer orientation.

Challenges

The deployment of IT and digital technology in a company can automate and resolve many operational; however, it also gives rise to various challenges that can reduce productivity and increase response time of the company. A significant challenge in this regard is the complexity of the IT system being used by the employees. Although IT departments or third-party companies handle most of the IT-related tasks, including development, implementation, and debugging, employees frequently come across

such setups during their daily activities (Krause, 2009). Increased complexity of IT portals and mediums reduces work efficiency, increases cost of operations, and deteriorates productivity. The second most pressing issue is an inefficient backup storage mechanism. Loss of important data due to inadequate backup might result in the shutdown of the entire business.

Solution

The process for implementing improvements using the *Leaner Six Sigma*[™] outlined in the following sections.

- Scheduled and systematic training of employees is necessary to familiarize them with every tool and digital platforms at their disposal (Shamsi & Alam, 2018). It is also important for the IT department to control the process improvement and maintain the level of participation of employees from each department to ensure 100% compliance (Krause, 2009). This process will address the issue of lack of training and the time wasted due to errors made during work.
- To address the issue of the complexity of tech solutions in the company, the IT department must make the interface simple to reduce the burden from the front-end employees. Usability testing should be conducted before implementing any new software or digital mechanism. To keep it simple and save time and indirect costs, the new IT mechanism should only include frequency used functions instead of having abundant options that are difficult to track and manage (Krause, 2009).

- Development of new systems should be completed in collaboration with HR department to implement design solutions that can be understood easily by the employees.
- Inefficient backup systems and network security can result in huge financial losses and production inefficiencies. However, the adoption of LSS to optimize information backup systems using DMAIC (define, measure, analyze, improve, and control) procedure can stabilize and improve this process. Optimal backup systems are necessary for sustainable and efficient business operations.

Final Remarks

LSS approaches can help IT service sector to achieve process improvement with the implementation of certain procedures that tend to reduce excessive costs incurred by the losses as a result of inefficient mechanisms. The above case has established the importance of collaboration among different departments within the company to reduce IT-related challenges. It has also introduced the application of DMAIC procedure to improve IT systems and their security.

Reference

- Krause, T. (2009). Facilitating teamwork with lean six sigma and web-based technology. *Business Communication Quarterly*, 72(1), 84-90.
- Shamsi, M. A., & Alam, A. (2018). Exploring Lean Six Sigma implementation barriers in information technology industry. *International Journal of Lean Six Sigma*.