

# SEMBIT2-14 - SQA Unit Code F9JN 04

## Contributing the application of Six Sigma process mapping



### Overview

This unit covers the competences required for contributing to a Six Sigma process mapping activity. It requires that you contribute to selecting a suitable process on which to carry out the process mapping activity, and to identifying the key stages that form the overall process under investigation. These would be the process input variables and the process output variables, and would include items that are controllable, critical, noise, and standard operating procedures.

You will be required to contribute to the construction of the process map for the Six Sigma project, and the identification of the value added and non-value added steps in the process. You will also need to contribute to considering the information gathered in the Six Sigma mapping activity, and to suggesting areas where improvements can be made to the process as a result of the information gathered.

Your responsibilities will require you to comply with organisational policy and procedures for the activities undertaken, and to report any problems with the activities that you cannot solve, or that are outside your responsibility, to the appropriate authority. You must contribute to ensuring that all the necessary documentation/visual representation is completed accurately and legibly. You will be expected to take responsibility for your own actions within the activity, and for the quality and accuracy of the work that you produce.

Your underpinning knowledge will provide a good understanding of Six Sigma process mapping, and will provide an informed approach to the techniques and procedures used. You will need to understand the principles and the application of Six Sigma process mapping, in adequate depth to provide a sound basis for carrying out the activities to the required criteria.

Applying safe working practices will be a key issue throughout.

### Specific Unit Requirements

The word 'contribute' is used throughout this unit. This means that, although the outcomes of this unit may be carried out and achieved as part of a team, in order to prove consistent competent performance you must be able to demonstrate:

1. specific, quantifiable and auditable personal contributions in the achievement of this unit
2. competence in all the areas required by the standard

3. your ability to combine the performance statements specified when contributing to the application of the principles and processes of this unit.

### Performance criteria

*You must be able to:*

- P1 work safely at all times, complying with health and safety and other relevant regulations and guidelines
- P2 contribute to the selection of a suitable process on which to carry out the process mapping activity
- P3 contribute to identifying the key stages that form the overall process under investigation
- P4 contribute to the collection of data necessary to construct the Six Sigma process map
- P5 contribute to the construction of the process map for the Six Sigma project
- P6 contribute to the identification of value added and non-value added steps in a process
- P7 contribute to identifying improvements to the process, as a result of the information gathered in the Six Sigma mapping activity

#### Knowledge and understanding

*You need to know and understand:*

- K1 the health and safety requirements of the area in which you are carrying out the process mapping activity
- K2 the benefits of carrying out Six Sigma process mapping
- K3 how to define a Six Sigma process map
- K4 how the Six Sigma process map fits within a Six Sigma project
- K5 the meanings of key process input variables and the key process output variables
- K6 the data collection point for the key process input variables and the key process output variables (such as gauges, forms and samples)
- K7 what the main types of key process input variables and the key process output variables are in terms of being controllable, critical, noise, or standard operating procedures
- K8 the people who should create a Six Sigma process map
- K9 the difference between a value added activity and a non-value added activity
- K10 the roles of individuals within a process mapping team
- K11 the extent of your own authority within the project, and to whom you should report in the event of problems that you cannot resolve

## **Additional Information**

### **Scope/range related to performance criteria**

You must be able to:

1. contribute to the production of a process map, which identifies **both**:
  - 1.1. the key process input variables
  - 1.2. the key process output variables
2. contribute to the classification of both the key process input variables and the key process output variables, as **one or more** of the following:
  - 2.1. controllable
  - 2.2. critical
  - 2.3. noise
  - 2.4. standard operating procedure
3. contribute to the identification and adding to the process map, the specifications of **both**:
  - 3.1. key process input variables
  - 3.2. key process output variables

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