

“Control” Tollgate Review and Deliverables...

Control Tollgate Review:

Monitoring Plan

- Is there a control plan in place for this project? _____ (Yes or No)
- What key inputs and outputs are being measured?

- How will input, process, and output variables be checked to detect for sub-optimal conditions?

- How will new or emerging customer needs/requirements be checked or communicated to orient the process toward meeting the new specifications?

- Are control charts being used?
 - If “No”, then why? _____ (Yes or No)

- How will the SME effectively monitor performance over time?

Documented Procedures

- Is there documented procedures to define the “New Best Practice”? _____ (Yes or No)
- Are corrective restorative actions indicated on the response plan for known causes to problems that might surface? _____ (Yes or No)

Transfer of Ownership (Project Closure)

- Who is or are the process owners?

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- How will the day-to-day responsibilities for monitoring and continual improvement be transferred from the improvement team to the process owner?

- Is there a recommended audit plan for routine surveillance inspections of the DMAIC project's gains? _____ (Yes or No)

Integrating and Institutionalizing Improvements, Knowledge and Learnings

- What other areas of the organization might benefit from the project team's improvements, knowledge, and learning?

- How might the organization capture best practices and lessons learned so as to leverage improvements across the business?

Control Stage Deliverables:

- Completed and approved Control Plan
- Solution to verify process is in control
- New process steps, standards, and documentation are ingrained into normal operations.
- Operating procedures are consistent.
- Training schedule outlined
- Completed audit plan to ensure results are sustained and process remains in control
- Reaction plan completed (part of the Control Plan)
- Improvement transfer opportunities identified (Can you translate this to other areas?)
- Any red flags with project or implementation of new process and recommendations to resolve
- Signed approval of report out by Project Champion

Project Champion Approval:

Project Champions Name

Project Champions Signature