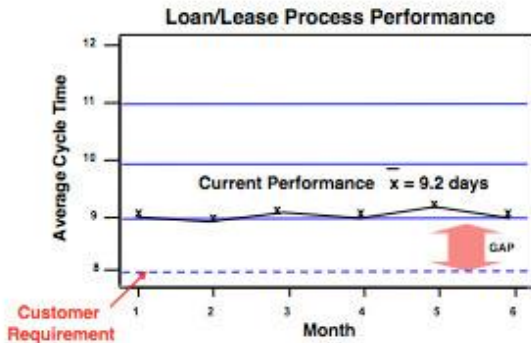


Lean and Six Sigma Global Finance AG Case Study



Purpose of the simulation

To learn to apply Lean Six Sigma methodology and develop practical skills using a real-life example. **The goal is to conduct a statistical analysis of an existing dataset and identify the reasons for a bank's poor performance, using Lean Management and Six Sigma tools.**

Content

- Global Finance AG has recently substantially increased its market share in the area of financial services in 12 countries and wants to become the second largest bank worldwide in the next two years.
- The management has conducted market research and found that lead times for loan approvals and financial leasing are key competitive indicators in all markets.
- They have also discovered that the loan approval process at Global Finance AG substantially deviates from its customer requirements. This deviation has resulted in a great number of unpaid processing fees as well as lost revenue.
- Participants work in accordance with DMAIC methodology with a main focus on the “Analyze” phase in order to identify the core reasons for the poor performance.

Number of participants

3 to 15 people.

Duration

3 to 4 hours.

Prerequisites

For data analysis, participants can either use the laptop with the preinstalled data analysis tool, or the trainer can take over the role of data analyst and provide complete analysis for the teams.

Also required: a suitable conference room, beamer, Metaplan board or flip chart. The case study with expendable material will be provided by PROCISE.

Registration & questions

We will be happy to answer all your questions at + 49 69 24 24 06 60.

Or send us an e-mail at training@procise.com.