



# Lean Six Sigma as Sustainable Approach for Digital Transformation

**Integrating a Lean Sigma Framework to your business goes beyond improving operations, but help embrace learning mentality to navigate new business terrains.**

Technology is no longer considered as simply an asset, but a core enabler to any business. The “Digital Transformation” has fundamentally changed the way organizations interact both internally and externally. As a consequence, we have formed and adopted newer and better ways of ‘doing business’. However, before businesses can begin to recognize and capture opportunities and value within the ‘digital world’, they must first make changes to account for their digital business models.

This changing business environment raises question to the traditional TQM frameworks such as Lean, Six Sigma, and the integration of the two as Lean Six Sigma. Essentially, TQM frameworks have a much longer term focus on bringing about improvements. This isn't ideal in the technology space in certain situations, given that the focus on incremental impact hinder the ability to adjust to the disruptive nature of digital movement.

However, in contrast, Lean Sigma and digital transformation are not mutually exclusive. Lean focuses on value through the elimination of waste and non-value add processes, whilst the goal of Six Sigma is to reduce defects and variation. Given that the incorporation of new innovations into business function requires efficient operational process as a foundation, Lean Sigma is an obvious platform.

Implementing Lean Sigma framework as part of an organizational change strategy, with the development of digital capabilities as a key focus, can contribute to the success of any digital strategy. As an organization, we have seen that successful implementation of technology requires strong, standardized and practical operational processes that facilitates innovation and continuous improvement.

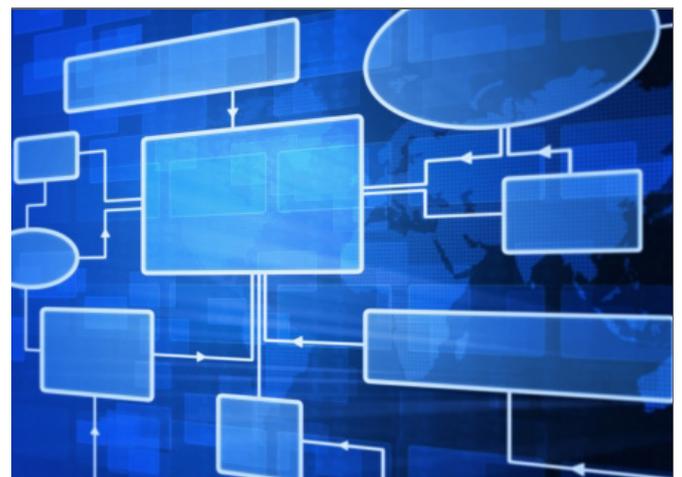
Process improvement is more compelling than ever before. The application of Lean Sigma framework for organizational change can facilitate sustainable organizational development due to its

## *Insight*

Recently working with an IT related services Company, we were asked to look at digital transformation for fundamental operational processes. We found that not only core issues related to personnel were lacking, but ineffective operational processes. Before the Company was ready to take the next step, management felt the need get the fundamentals right; namely, roles, responsibilities and core workflows. It was understood that by just rolling out new systems, the transformation effort would have cost more harm than good. After implementation and clarification of people and process type issues, the business was ready to fully realize the potential of digital enablers.

core focus in continuous re-designing and improving of operational processes. It all comes down to how elements of the framework may be used as a methodology to perhaps re-design existing processes to make way and facilitate full value realization for digital transformations.

Is your business ready to take the next step into the ever transforming digital world?





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