

Lean Six Sigma Project Charter

Project Name: Reduction of Operator Error Non-Conformance on Example Line

Gaps/Issues /Problem Statement: This team is formed to reduce the occurrence of operator error in the example area. Operator error is the leading reason cited in all Non-conformance notifications that were submitted in the previous 12 months. (50% of total).

Charter Objective/ Goal Reduce operator by 30% by the end of August.

Scope: The teams focus is restricted to four types of operator area that when combined, represent 80% of all operator error NCNs.

Defect: Operator error is defined in our example information system by the cause description: operator error - 005.

Measures/ Deliverables: 30% reduction in NCN caused by Operator Error as found in data extracted monthly from example information system. Cost of poor quality will be reduced by 0.05%.

Milestones	Stage	Start Date
	Define	3/12/2020
	Measure	4/1/2020
	Analyze	5/1/2020
	Improve	5/20/2020
	Control	7/1/2020

Project Sponsor/ Champion: Quality Assurance Manager and Master Black Belt

Date of Approval: 3/12/2020

Project Completion Date: 07/28/2020

Team Members: Project Manager
Consultants
Production supervisors
Production operators
Manufacturing engineering

Project Budget: < \$5,000

Business Case: A 30% reduction in operator error will yield a projected annual savings of \$75.3k.

Document Revisions	Date	Description of Change	Person making change
	3/12/2020	Original release	PM
	5/1/2020	Added business case	PM
	5/1/2020	Added operational definitions	PM