

1. Short Questions (18)

- i.** What is the optimising phase in business process management?
- ii.** Outline the steps involved in business process improvement.
- iii.** What is six sigma approach and what is the difference between six sigma and lean sigma approaches?

Case Study (12)

Ashley is a safety advisor with Zamhouse. Her job is to go to remote camp sites in order to make sure safety standards are being maintained. One of her roles is to ensure that each site has the proper safety equipment. In order to acquire these safety products, Ashley must go through head office, which is in another geographical area.

The process for getting the safety equipment is as follows:

- Ashley must send an e-mail to the safety clerk at the head office listing the materials she needs.
- The safety clerk must then get the approval from their manager for the list.
- Once the approval has been given, the safety clerk must contact the inventory clerk with the information provided by Ashley.
- The inventory clerk must go through the stock to see if the products are on hand.
- Then the inventory clerk must get the approval from their manager to ship the contents.
- Next, the inventory clerk must box the products for shipping.
- The mailout is brought to the shipping department where it is processed and sent.
- This process takes about four to six weeks to complete, on average.

Task

List all the wasteful steps and redundancies in this process and suggest possible solutions.

Area of Waste	Possible Solutions