



# Lean and Six Sigma Process Improvement Support



## ICF provides Lean and Six Sigma support to the private and public sectors, including:

- Lean Six Sigma Training
- Six Sigma Analysis
- Lean Manufacturing
- Lean Strategy Deployment
- 5S Implementation/Visual Factory
- Value Stream Mapping and Analysis
- Customer Surveys
- Process Flow Diagrams
- Cycle Time Reduction
- Root Cause Analysis
- Rapid Improvement Events
- Cause and Effect Diagrams
- Systems Analysis
- Quality Management
- Change Management

Today, most organizations are faced with developing and delivering a myriad of services, programs, or products that require complex enterprise-wide activities or process changes—with the usual objectives of increasing quality, reducing production time, managing risk, and minimizing the cost of delivery. ICF International possesses unparalleled credentials for providing Lean and Six Sigma support in both the private and public sectors. ICF's seasoned Lean Six Sigma Black Belt facilitators and implementers assist clients in achieving significant, tangible top- and bottom-line results. Applying value-added Lean and Six Sigma methodologies promotes a continuous process improvement environment designed to fulfill customer expectations for increasing efficiency, productivity, and profitability.

ICF's comprehensive approach combines Lean and Six Sigma tools with a proven process to ingrain continuous process improvement into an organization's culture and leadership practices, creating an organizational model with responsive decision making, flexibility, and innovation. ICF tailors its approach to meet individual client needs by identifying, assessing, and addressing issues related to people, practices, processes, and technology to create sustainable change.

## Selected Service Offerings

**Lean Management.** ICF assists clients in simplifying and streamlining their management processes to align, focus, and connect all improvement activities—becoming the guidance and delivery system to unleash the power of Lean tools and methodologies.

**Process Improvement.** ICF assists clients in all factions of process improvement, from planning, value stream mapping, and metric development and execution, through analysis and sustainment.

**Lean Office.** ICF assists clients in establishing effective and efficient Lean office environments focused on standardized best processes that support a continuous improvement environment.

**Lean Strategic Deployment.** ICF assists clients in developing simple, focused strategic plans that link process improvement activities to strategic goals and objectives.

**Lean Six Sigma Training.** ICF provides clients with a full range of Lean Six Sigma training options, from Executive overviews to comprehensive Black Belt certification training.

## Certifications/Affiliations

Lean and Six Sigma Master Black Belt, Black Belt, and Green Belt certifications

American Society of Quality  
ISO 9000 Auditor

## DMAIC Process

The DMAIC methodology is Six Sigma's problem-solving engine that drives management to make data-driven decisions. This proven process keeps Six Sigma practitioners on point, delivering desired results in a structured manner.

**Define:** Develop a clear definition of the project. Collect background information on the current process and customer needs.

**Measure:** Gather information on the current situation to provide a clear focus for improvement efforts.

**Improve:** Develop, test, and implement solutions that address the root causes. Use data to evaluate the results of the solutions and the plans used to implement them.

**Control:** Maintain the gains through standardized work. Anticipate future improvements and make plans to retain the lessons learned from improvement efforts.



## Continuous Process Improvement

In a Lean environment, process improvement never ends. The PDCA cycle drives that improvement through structured planning and review that takes a regular pulse on how well process improvement activities are progressing.

**Plan: Develop a Plan.** ICF's structured approach is based on a scientific method for continuous process improvement to create a solid, detailed, carefully considered plan with baselines, goals, and metrics focused on the customer's need.

**Do: Implement Your Plan.** ICF assists customers with all aspects of plan implementation, using everything from simple Lean foundational methodologies to complex Six Sigma tools.

**Check: Study the Outcome.** ICF conducts continual assessment to evaluate performance results against established goals and customer expectations, redirecting programs as necessary to meet desired objectives.

**Act: Act/Adjust on That Outcome.** ICF assists clients in mapping and documenting standardized processes and analyzing project results for further continuous improvement.

## Featured Solutions

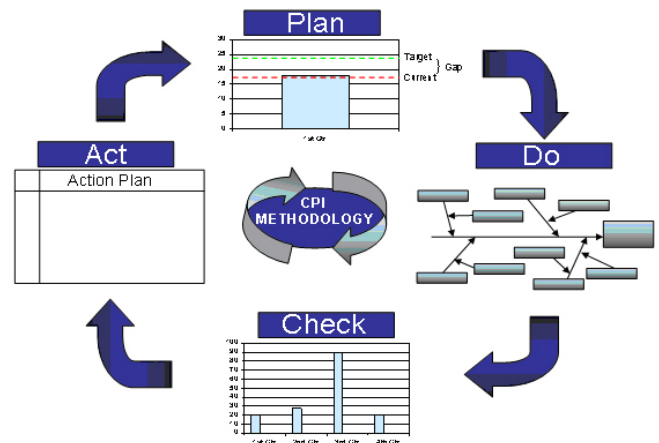
**U.S. Air Force.** ICF provided Lean and Six Sigma support services during the implementation of a \$500 million maintenance transformation contract. ICF provided Value Stream Mapping and Lean staffing solutions, advised on strategic plan development, and provided training in Lean processes. In addition, ICF Lean process engineers, change agents, communications specialists, analysts, workload specialists, financial analysts, database managers, planners, and schedulers filled gaps in the office's staff.

**Commercial Aircraft Maintenance Facility.** As part of a lean development, the ICF Lean Six Sigma Team trained and coached the company's 5S implementation team. The team's efforts led visiting FAA inspectors to comment on their hanger's "...remarkable orderliness."

**U.S. Air Force.** ICF led the effort to relocate a major jet engine line. The ICF Lean Six Sigma Team provided capability planning, coordination, facilitation, and design leadership. The resulting design maintained the required capability and reduced floor space required by 49 percent.

**Trucking Firm.** ICF led the critical process improvement efforts for a large regional trucking firm, streamlining numerous processes that led to significant increases in revenue.

**U.S. Air Force.** ICF facilitated development of the strategic plans and goals for a major Air Force installation. We developed and supported the implementation of process improvement deployment metrics to focus improvement efforts on meeting those goals, and facilitated numerous process improvement teams.



## About ICF International

ICF International (NASDAQ: ICFI) partners with government and commercial clients to deliver consulting services and technology solutions in the energy, climate change, environment, transportation, social programs, health, defense, and emergency management markets. The firm combines passion for its work with industry expertise and innovative analytics to produce compelling results throughout the entire program life cycle, from analysis and design through implementation and improvement. Since 1969, ICF has been serving government at all levels, major corporations, and multilateral institutions. More than 3,000 employees serve these clients worldwide. ICF's Web site is [www.icfi.com](http://www.icfi.com).

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