



ERRORS

## GOING BEYOND SIX SIGMA

- **Client:** A manufacturer of checks
- **Business Area:** Multiple manufacturing plants
- **Opportunity:** Reduce the rare but critical rate of “non-public information” errors (NPIs) caused by “flipped and folded sheets” that occur in the printing process
- **Approach:** Initial error rate (across all plants) averaged four per month; project identified potential causes and used a Design of Experiments (DOE) approach to confirm root causes, then designed preventative actions
- **Results:**
  - Designed and implemented solutions in machine setup, operational procedures, and accountabilities
  - Reduced overall NPI errors for the company by 75%
  - Reduced NPI errors for that defect type to zero