FIGURE 2

Better check-ins, faster checkouts

The team used the Six Sigma DMAIC framework to manage the project systematically.

DEFINE	MEASURE	ANALYZE	IMPROVE	CONTROL

• Current check-in policies cause waiting lines at the entrance of warehousing facilities, which result in inflated detention fees and high greenhouse gas emissions.	• Create process flow maps and analyze current system under study.
	• Determine what data need to be collected for baseline analysis.
		• Analyze current data set.
		  • Arrival distributions of trucks entering facilities
		  • Processing times
		• Analyze current operations for potential areas of improvement.
		• Identify current technology available on the market.
			• Design and develop alternative scenarios.
			• Create simulations of alternative scenarios
			• Compare performance of alternative scenarios with current operation.
				• Based on managerial implications, select best alternative for implementation.
				• Monitor system performance to ensure continued improvement.