

# Six Sigma for Telecommunications

Performance Improvement Solutions



Six Sigma Qualtec



Six Sigma Qualtec is a premier provider of performance improvement training, consulting and technology solutions. We've established a telecom practice, to focus on your industry-specific needs. We can help improve the enterprise value of your company by putting the focus on your customer. Six Sigma for Telecom, the first Six Sigma training program designed specifically for professional telecommunications providers, can help.



## Enabling Continuous Business Benefits

Using specially designed tools based on legendary Six Sigma methodology, Six Sigma Qualtec has developed a proven program that prepares your managers to measure, analyze and improve your work processes and the relevant 'human factors' to maximize productivity and efficiency. With Six Sigma for Telecom training and tools deployed in your organization, you can achieve powerful operational improvements that produce sustainable business benefits.

Six Sigma Qualtec's dedicated Six Sigma for Telecom practice, the first of its kind in the industry, is specifically designed to help traditional telecommunications providers, such as Regional Bell Operating Companies (RBOCs), wireless phone firms and competitive local-exchange carriers (CLECs), become more efficient in their operating procedures. By learning and implementing improvements such as Voice of the Customer (VOC), Business Process Management, Six Sigma, Design for Six Sigma and Lean Enterprise principles, those companies will be able to dramatically improve the way they do business thus attracting and keeping customers in this hyper-competitive industry.

## Choosing the Right Six Sigma Partner

Six Sigma Qualtec pioneered the development of the Six Sigma for Telecom concept and has been building ground floor process improvement and Six Sigma at world-class companies for more than 30 years. Using a powerful knowledge transfer model, we provide a rigorous, straightforward deployment of training and tools to fully equip your people to achieve and sustain improvements to your business long after training is completed. And our experienced Six Sigma professionals stand ready to offer their expert assistance – whenever and wherever you need it.

## Business Benefits

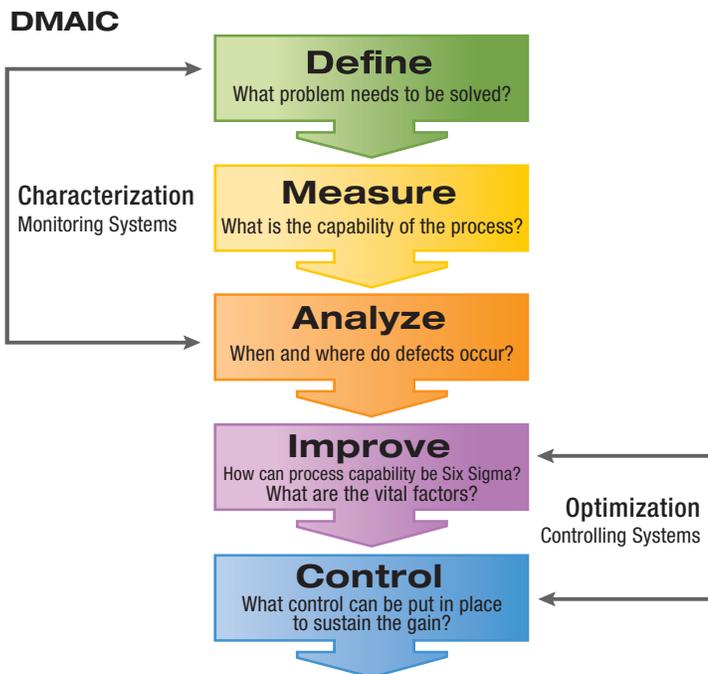
Improved customer satisfaction and boosted investor confidence by:

- Maximize the customer experience
- Reduce service wait times
- Improve network quality
- Streamline the cost of doing business
- Move more nimbly
- Respond better to challenges
- Take advantage of opportunities
- Acquire project management and leadership skills
- Learn the technical skills required to implement Six Sigma, including decision point analysis, process mapping and simulation



## Creating Leading Change Agents

In the long-established parlance of Six Sigma, the chief change agents in your organization become “Black Belts.” Six Sigma for Telecom Black Belt Training consists of comprehensive grounding in the five crucial phases of Six Sigma methodology – Define, Measure, Analyze, Improve, Control (DMAIC). Black Belts acquire the ability to focus rigorous, data-driven analysis and process management on your critical processes. In addition, a sophisticated Simulation Modeling Tool allows Black Belts to test organizational changes before implementing them, keeping your employees ‘online’ and productive during Six Sigma analysis and process re-design.



## Fully Deploying Six Sigma for Telecom

While the Black Belt is the change agent leading Six Sigma projects, successful deployments include proper training and preparation of other crucial workforce populations.

Qualtec stands alone in our capability to make your company “Six Sigma Ready.” We offer a complete, integrated array of certification and training programs, including:

### Initialization

Top-level executives and functional leaders establish accountabilities, expectations and ultimate goals. Heads of HR, Finance, Operations and other executive managers participate in this executive overview in preparation for deployment.

### Telecom Champion

The executive leadership responsible for Six Sigma must ensure that the deployment is aligned with the business’ strategic goals. The Champion must select projects aimed at carefully defined targets, then support and guide these efforts to successful implementation.

### Telecom Green Belt

Functional managers require their own set of tools to implement process management in the day-to-day work setting. Green Belts must continually monitor and adjust throughput for maximum efficiency, and they are specifically prepared to address local, function-specific process issues.

### Telecom Yellow Belt

The Yellow Belt is an individual worker who is prepared to identify problems in the work processes under their immediate control. These individuals have a working familiarity with Six Sigma tools and methods, and they provide the “hands on” implementation of solutions developed by Black Belts and Green Belts.