

Way Forward!

Towards the horizon. The sky is the limit!

From the Editor's Desk...

Dear Readers,

With the Fall setting in and festive seasons ensuing in different parts of the world, it gives us great pleasure to bring to you Sigmaway's newsletter, Way Forward.

Sigmaway completed its 3rd year of operations in January 2016. Our endeavor remains to explore new technologies, and innovate on solutions, be it for traditional or modern industries. Three summers since we started, our clientele is spread across India and USA, in diverse industries such as BFSI, Payroll & Benefits, Utilities, Aviation Analytics, Technology (Software, Hardware upcycling), Retail, IT enabled services, Hotels, Agriculture & Education. Along with B2B, we have increased our focus on the B2C segment through the Campus Ambassador Program, for taking our trainings to universities in India. We will continue our focus on training by foraying into workshops on disruptive technologies such as Advanced Robotics and Internet of Things.

In view of the rapidly growing startup ecosystem in India, in August 2016 we launched Sigmaway Works, a coworking hub, for mentoring and facilitating start-ups in Delhi. We are excited about the potential of engaging with innovators through events, partnerships and ongoing interactions, as they come and cohabit the space we have created.

Three years have made us older wiser and hopefully nimbler, with one overriding realization that the only thing constant is change!

With that thought, I shall let the stories of our journey unfurl. Hope to hear back from you on what else you want to see in this space.

With Seasons Greetings & Best Wishes,

Debjani

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Check out upcoming Sigmaway events at <http://www.gosigmaway.com/events>



Analytics with Rapidminer – 7-8 January 2017, Delhi,



Lean Six Sigma Green Belt Training – 19-23 December 2016, Delhi, India



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The Lean way to Investment Banking

It was in May 2014 when we started delivering process excellence trainings and workouts to middle management in the Indian chapter of one of the top five Global Investment Banks. We have trained 250+ associates, Process leads and AVPs, representing accounting, payroll, project management, helpdesk, IT and reporting processes.

The two frameworks in which we delivered this training were a) A One day program covering the project management approach to process improvement, highlighting the tools and techniques that go with it b) A two-day process improvement workshop that additionally includes a Lean Action Workout.

The two-day workshop is fairly involved. It starts with pre-workshop orientation calls with the workshop participants, as they take us through an understanding of their processes and are encouraged to talk of the pain areas in their processes.

Sigmaway consultants come out of that meeting with an understanding of the metrics involved and work at creating customized examples that would be presented during the training to help the participants relate better to how the tools and techniques of Lean and Six Sigma

Analytics takes flight

The aviation industry is a sector involving high cost and security concerns. Big Data is big in this sector and Analytics has a huge potential, as varied data can be collected at each touch point.

Sigmaway is excited to be brought on board by a startup based on US west coast in the aviation analytics space. Their challenge was to come up with metrics and dashboard designs which would show the different fixed and variable cost and performance components in a manner which enabled their clients to decide on an optimum airlift strategy.

e.g. FMEA, Fishbone, Metrics, Value analysis etc. apply to their processes. The participants come to the training also having gone through a pre-quiz and a participant guide provided by us.

They come with an understanding of their processes that would help them shape the problem statement for a process improvement project.

The first day of the workshop is spent in theory, games, quizzes, examples and case studies and workouts that shape the problem and goal statements for their project. They end the day by having the Value Stream Maps up on the walls.

They come back the following morning having gathered more data on their processes and filling out blanks and fleshing out the VSM further. They get into their groups and brainstorm the problem statement, goal statement, the FMEA (Failure Modes Effect and Analysis) and actions to be taken.

The next step is identifying low hanging fruits in terms of solutions and getting a hang of the change management tools involved in making their projects a success. The workshop ends with an assessment testing the applications of concepts and a certificate of training.

Sigmaway has consistently got more than 90% Net Promoter Score in the trainings.

The proof of concept included cost model design and dashboards on aircraft performance metrics such as cruise range and seating capacity as well as analysis of cost components such as fuel cost and airport charges to name a few.

The interactive dashboard allows scenario analysis by allowing the user to quickly adjust different variables to look at the estimated cost impact. The overall project is aimed at integrating this business intelligence component into a SaaS model for our client.

Sigmaway Works



SigmaWay has launched SigmaWay Works, a co-working hub in New Delhi in August, 2016.

It is a space built to initiate, innovate and incubate, for startups, professionals and event managers. With our network as a resource and our own start-up experience as an asset, we decided to create a cozy cocoon for other ventures.

The idea was to create an environment to nurture other startups with our mentorship and support systems.

Here, we offer customized plans for individuals, teams and events. The best part of this initiative is users can customize their own package of services, that they wish to avail, using Sigma points and coupons.

We are conveniently located beside Nirman Vihar metro station, in Lakshmi Nagar, Delhi, and can be booked for round the clock events.

Interested to be a part of this journey? Have a look at our website: www.sigmawayworks.com or contact us at: cowork@sigmawayworks.com

Click here for an overview of Sigmaway Works facilities





Sigmaway trainer Debjani Mitra with budding Fashion Journalists after the entrepreneurship workshop at National Institute of Fashion Technology, NIFT Kolkata

The STAR Program

STAR stands for “SigmaWay Transformation Ambassadors” - self driven go-getters who are campus ambassadors for SigmaWay in colleges and university campuses

STAR@SigmaWay is a unique opportunity for current college students to gain valuable experience in leading transformational training programs in their colleges.

This engagement helps the STARs to learn marketing skills by promoting training & workshops organized by the SigmaWay on their campus.

Interested students can apply through this link:

<http://www.gosigmaway.com/contacts/star>

To know more about the STAR program, [click here](#)



To be or not to be, an entrepreneur

It was an unusual assignment for Sigmaway - to deliver a rather left brain topic to a presumably right brain audience. The client was the prestigious National Institute of Fashion Technology (NIFT) - the iconic **institution** of design, management and technology for the international fashion business - under the aegis of the ministry of textiles, Government of India.

The ask was to get a room full of young, dreamy eyed fashion journalists to get excited about the rather mundane, yet essential task of starting and managing their own gig.

Freelancing, entrepreneurship or self-employment – whatever you call it – as different from being on a media house’s payroll – is a puzzle that intrigued the batch as a career option. But they were not sure what the pieces of the puzzle were and which one to start with. They are all masters of their craft, but how to take their creativity to the market, is what they needed help with.

Not just creating, but also “talking” about their creations, not just getting a client but taking a deal to closure and

making sure that they get paid. The workshop consisted some eye openers for the batch – something as simple as getting a business email ID on Gmail and how that carries weight when you communicate with a client.

They were excited to know of tips on cost effectively using digital marketing tools. Their creative brains could get over the fear of managing finances and taxes when they got to know the advantages of a private limited company, and how a Chartered Accountant can help them with it.

The best VOC (voice of customer) that Sigmaway could have was the participants coming up after the workshop and talking of how excited they were to know of these options, and how so many ideas had come to them just sitting through the workshop, and how the workshop has shattered the mind blocks they had on the path to becoming a successful freelancer / entrepreneur.

Doing it with Odoo

Often small and mid-sized companies think that Enterprise Resource Planning (ERP) solutions are not for them - either too expensive, or too complicated for their “simple” processes.

But no matter what size your company is, an ERP solution can help you manage and control costs and improve operational efficiency.

With an open source solution like Odoo and implementation assistance along with process reengineering from Sigmaway, you will have a cost-effective ERP system and “a single view of the truth” that is so critical in balancing supply and demand.

Sigmaway has implemented warehouse, manufacturing and accounting modules in Odoo for a leading recycling and hardware rental firm in the Delhi area. They had a large inventory of used computer parts and

other goods in different locations which were refurbished and remarketed.

With a pan India presence, huge inventory, but no centralized system, and reliance on non-scalable systems for inventory management - Excel, Tally, Custom built Software, they were struggling to have a real-time picture of their resources.

With the ERP system in place, they hope to have seen a significant reduction in cycle time and optimization of working capital requirements.

They have also achieved Seamless communication and reduction in cycle time of approvals – through Odoo’s social networking and chat functionalities

Being useful for the Utilities Sector

TECO, a utility major (Electricity and Gas) in West Florida, USA, engaged Sigmaway for assistance in analytics and process consulting. We helped optimize their contact center processes and improve metrics such as average speed of answer (ASA) and repeat call percentage, through analysis of shift timings, queue structures and workforce management models. IVR design and authentication procedures were analyzed and improvements were suggested.

In addition, we also analyzed their payroll process data and helped identify action areas to reduce turnaround time and improve compliance.

TECO was facing problems running their payrolls with accuracy, due to large number of unlogged or unapproved hours. Additional time cost was being incurred following up with employees and their supervisors. This is where SigmaWay came to rescue.

Through a combined approach of data mining and interviews of TECO representatives, Sigmaway identified the major defaulters, the major areas of default and diagnosed the reason behind the default and the approximate cost of such default.

As an immediate action, the employees were given training regarding right and timely usage of their payroll system.

The next step in this project would be to redesign their process and introduce some changes, where lean six sigma technique will be used to solve this problem.

Sigmaway would like to convey thanks to our key stakeholder Dr. Gloria Hill for championing the project. A blend of quality and software tools like Process Maps, Tableau, Minitab, Rapid Miner and Advanced Excel Techniques were used to deliver the project.

International Women's day at the Bank

It was 8th of March, 2016 - International Women's Day. It was a very special opportunity for Sigmaway to train close to 50 women bankers in Punjab National Bank, a renowned public sector bank in India.

The bankers handled retail operations in branches across Eastern India. They were given a quick overview of how to identify and define an improvement opportunity in their process and then conduct a project to achieve the improvement goal, using Lean Six Sigma tools.

The workshop turned out to be an interesting forum to share best practices or shared concerns across the different branches. They were also able to identify problem statements and goal statements for their processes, and do an FMEA during the workshop. They went back with renewed enthusiasm for solving some of the tough to crack problems at their workplace.



Sigmaway trainers with Women Bankers at Punjab National Bank, Lean Six Sigma 101



Sigmaway Works hosts Z-Nation Lab events

Sigmaway Works in affiliation with Z Nation Lab (a start-up accelerator) and Access Silicon Valley, hosted an insightful discussion via video conference, on September 30, 2016 with the brilliant SAEED AMIDI, CEO at PLUG AND PLAY TECH CENTER, the leading global platform for start-ups and corporations.

In this chat, Saeed discussed topics of burning interest to start up entrepreneurs and investors and discussed his personal experience as an investor.



Guests attending Z-Nation Lab event with Saeed Amidi at Sigmaway Works office

The second event co-hosted by Z-Nation Lab and Sigmaway Works on 15th October was a session by Roy Terry on tips and tricks to pitch for a Startup. The session included three startups who pitched their ideas to Roy, who gave pointers about the pros and cons of the pitch.

They also announced a program where startups will be provided with one-on-one face time with Roy to build and redefine their ideas.

Watch this space for upcoming events at Sigmaway Works facility at New Delhi

<http://gosigmaway.com/sigmaway-works#sigw-sigma-connect>

Sigmaway Works attends the 1st CoWorking India Conference 2016



Recently, SigmaWay Works had an opportunity to be a part of the first coworking conference in India. This event held on 9th-10th September, was spread over a span of 2 days, 120 people and various stakeholders of the coworking scenario in India- coworking space management, users, aggregators and prospective entrants- an amalgamation of discussions of experiences, issues and new ideas.

The concept of coworking spaces was introduced to India in 2012 and since then, several coworking spaces have come up, especially in metros and tier- 1 cities. However, till now, all of them have been working in isolation. This conference, gave an opportunity to connect and find working synergies as well as discuss the plans to move forward as an industry.

Thanks to the organizers – Coworking Europe & CoworkIn – this intellectual and fun event, provided a direction of thought to all attendees for their future.



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Flagging the Lean Six Sigma Green Belt Training

Over the past years, Sigmaway's flagship offering, the Lean Six Sigma Green Belt Training, has reached Post graduate students of Economics and Statistics from Premier institutes in India such as Presidency University, Calcutta University, Madras School of Economics, IBS Business School, as well as corporate participants from the Hotel, Education, Travel and Commodities trade businesses.

The highlights of the Green Belt training are examples of how the various tools are applied in industry, interactive games that drive home with ease the myriad concepts of Lean and Six Sigma, and case studies and examples that give the participants hands-on experience of how to apply the various tools in business scenarios.

Add to this the data analysis workouts on two software interfaces, i.e. Minitab and Excel, and the participant hand-out detailing all the concepts covered in the

training, and Sigmaway green belt trainees are truly equipped to take up projects at their work place, once they step out of the classroom with the GB trained Certificate.

They also get an opportunity to test their fundamentals once they appear for the online test for Lean Six Sigma Green Belt, on passing which they get another "GB tested certificate". Sigmaway also bundles Black Belt mentoring hours along with the GB training – should any of the trainees need project mentoring if they take up GB projects at their workplace.

Sigmaway Black Belts can take them through the project toll gates and provide a GB project certification on completion of their projects. This is which sets Sigmaway apart from the other Green Belt classroom training providers in the industry.



Lean Six Sigma Green Belt Training by Sigmaway at IBS Business School, Kolkata



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Scan these QR codes to read more
about our directors & advisors



Data Analytics reimagined through RapidMiner

Analytics as a career option continues to capture the imagination of young professionals, as experts forecast a huge gap in the demand and supply of trained analytics professionals in the future.

Sigmaway consultants both in India and USA come with a rich experience in analytics, having worked with Analytics Industry leaders or US Academia. Thus, it was a natural extension of our Analytics service offering to introduce Data Analytics training workshops.

While most Analytics Training Providers offer trainings in R, SAS, Minitab or Excel, we chose RapidMiner as our preferred platform, making us the only proponent of Rapidminer trainings in India.

In 2016, we have organized four such trainings, independently as well as in association with Ambedkar University, Delhi.

For starters, we have a two-day event, wherein various trending topics such as Predictive Analytics, Web Mining, Factor Analysis and Machine Learning, are covered using case studies and practical applications.

The industry applications are carefully chosen keeping in mind the industry demand for analytics professionals e.g. Predictive Analytics in Passenger Automobile Insurance.

The participants get a backdrop of the theory underlying each analytical approach, e.g. predictive analytics, followed by a case study where they get a chance to apply the concept using Rapidminer.

They come out of the workshop having built several analytical models on Rapidminer.

The workshop gives them valuable hands on experience which would come in handy in solving real world analytical problems in the future, thus broadening their career horizon.

Around 70 students with various backgrounds from economics to information technology to psychology, attended these trainings.

To know more about our training or to organize it in your institute or organization, please email us at: trainings@gosigmaway.com



Students of Ambedkar University, Delhi attending Data Analytics Training by Sigmaway

