

MTD quarterly-update preparation - sample DMAIC output

SYNTHETIC DEMONSTRATION CASE - fictional operating data; not a client result and not a verified live Leanify run.



Measure - breach Pareto

SLA breaches grouped by recorded defect category.



Mean queue 221.8 minutes vs active processing 129.2 minutes.

Define

Primary Y: turnaround minutes. CTQ: completion within the stated service target.

Analyse - priorities for validation

- Missing digital records may be associated with the largest repair and waiting burden; validate using case-level repair evidence.
- Incomplete categorisation may increase active review and queue return; compare like-for-like client types.
- Email and spreadsheet intake may be associated with lower first-time-right; validate channel mix and case complexity.

Improve - controlled tests

- Test a pre-submission completeness gate for required records and authorisation.
- Pilot a controlled repair queue with explicit ownership and a return-to-client rule.

Control

Track first-time-right and SLA weekly by intake channel; review when either falls below the agreed threshold.

Illustrative scenario

£16,464 illustrative annual capacity value

882 affected cases avoided or shortened
514.5 capacity hours

Inputs: 12,000 annual cases; 35% affected; 30% reduction; 70% adoption; 35 minutes saved; £32/hour. Evidence status: synthetic. Metric class: illustrative scenario.