

Lean and Six Sigma Frankfurt Airport Case Study



Purpose of the simulation

To learn to apply the Lean Six Sigma methodology and develop practical skills using a real-life example. **The goal is to increase turnover of the Duty Free area in the airport using Lean Management and Six Sigma tools.**

Content

- Frankfurt Airport is one of the biggest airports in the world. The passenger flow has significantly increased in recent years, while revenue from duty free shops has remained at the same level.
- Duty free shops are frustrated with the situation and the Executive Board of Frankfurt Airport has decided to launch an optimization project.
- Participants will work in teams that compete with each other to deliver the best solution. They will have to combine data and process analysis in order to find a solution.
- Participants will work in accordance with DMAIC methodology and mainly focus on the “Measure”, “Analyze” and “Improve” phases.
- The results of participants’ work will be discussed at the end and the best solution will be selected.

Number of participants

3 to 15 people.

Duration

3 to 4 hours.

Prerequisites

For data analysis, participants can either use a laptop with the preinstalled data analysis tool, or the trainer can play the role of a data analyst and provide complete analysis for the teams.

Also required: a suitable conference room, beamer, Metaplan board or flip chart. The case study with expendable material will be provided by procise.

Registrations & Questions

We would be happy to answer any questions you may have.

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