



# Six Sigma Green Belt Projects

## Lee County EMS Control Phase Reports Critical Performance Indicators Projects and Training

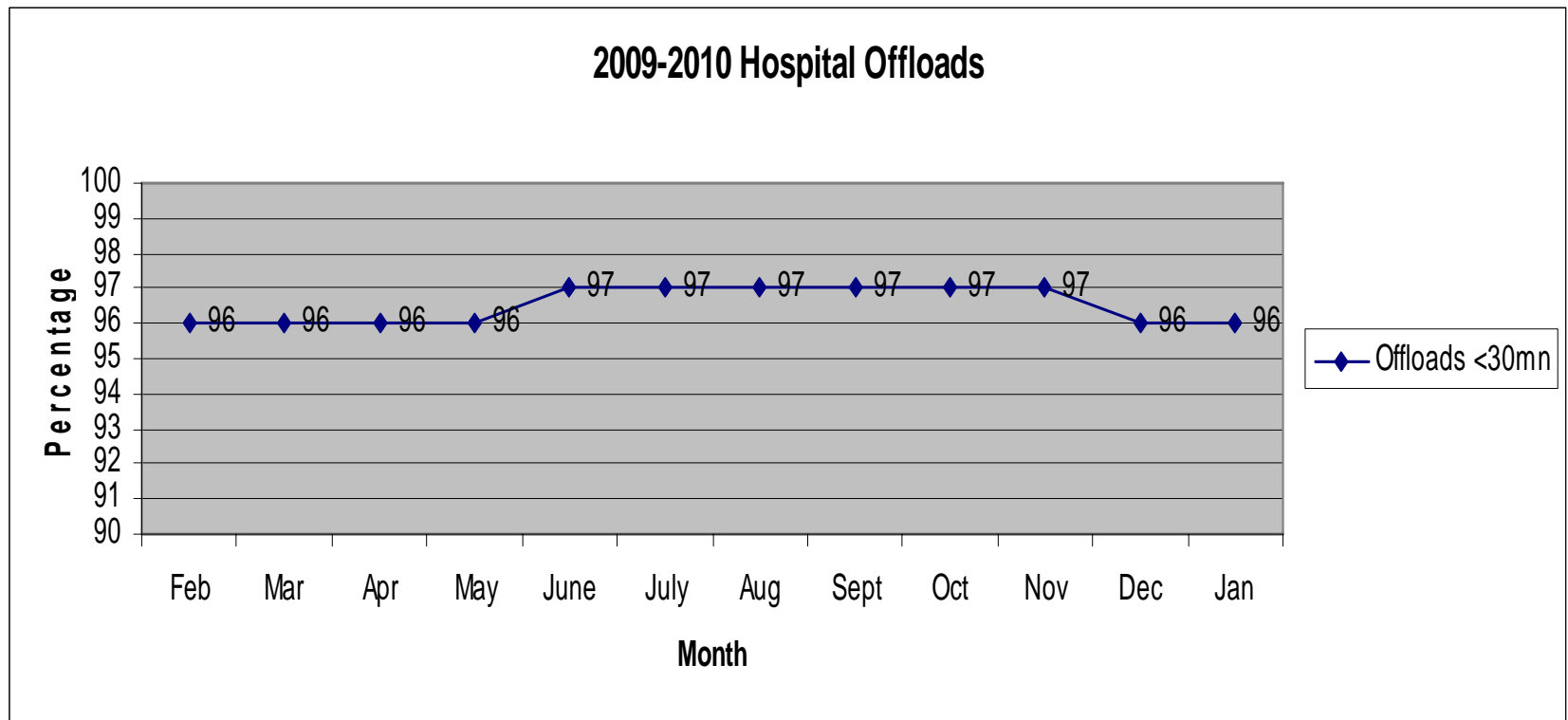
Six Sigma Steering Committee Co-Chairs: Capt. Warren Panem  
Capt. Eileen Briscoe

▶ <b>D</b> EFINE
<b>M</b> EASURE
<b>A</b> NALYZE
<b>I</b> MPROVE
<b>C</b> ONTROL



# Off Loads Control Chart

▶▶	D	EFINE
	M	EASURE
	A	NALYZE
	I	MPROVE
	C	ONTROL

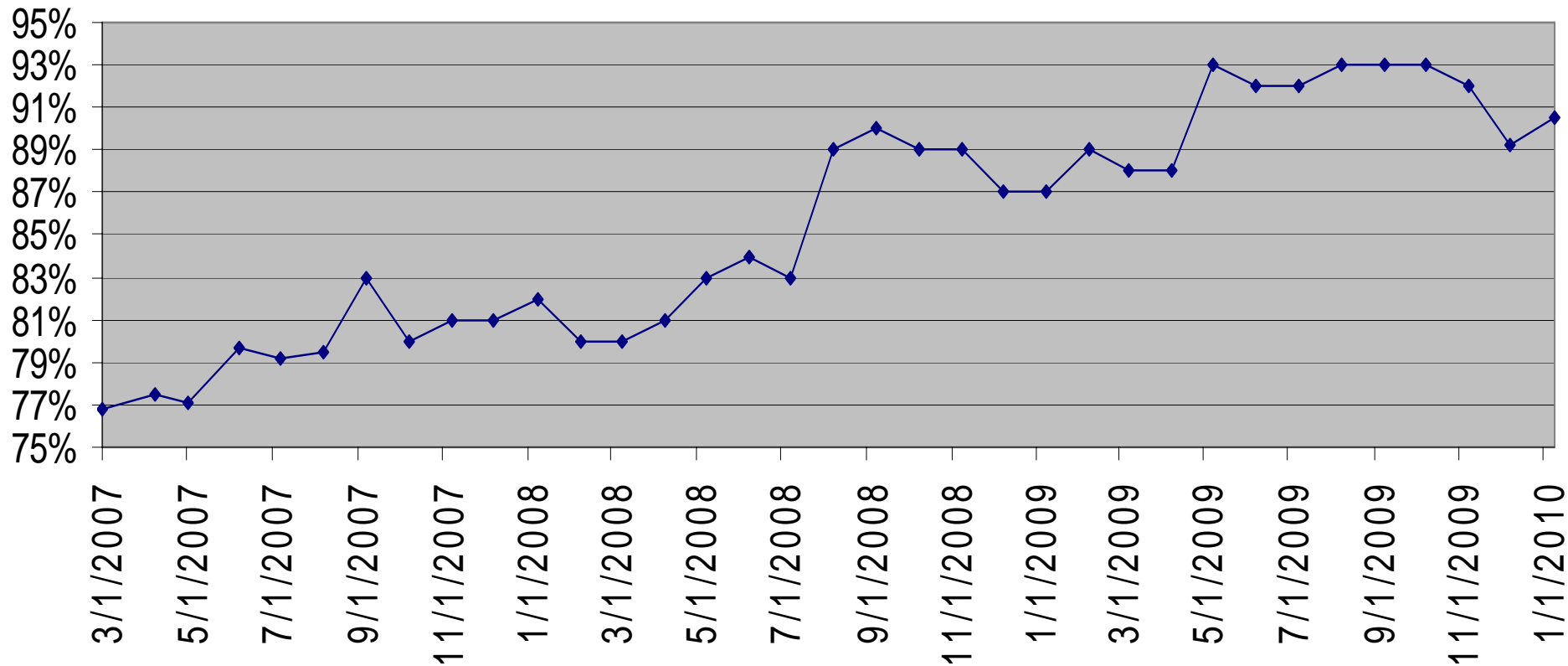




# Response Times Control Chart

▶	D	EFINE
M	EASURE	
A	NALYZE	
I	MPROVE	
C	ONTROL	

## % Response Times <8:59 mins

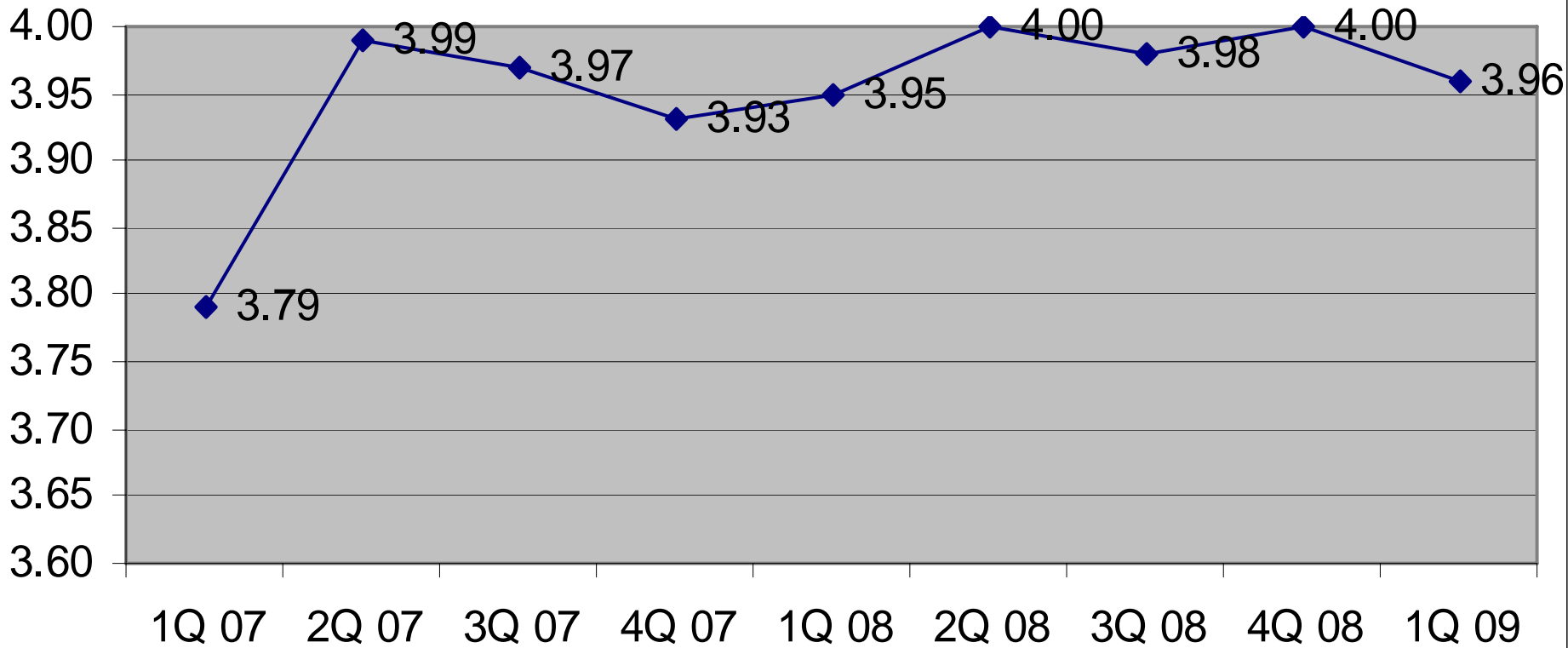




# Customer Satisfaction

▶	D	EFINE
	M	EASURE
	A	NALYZE
	I	MPROVE
	C	ONTROL

## Overall Customer Satisfaction with EMS Service

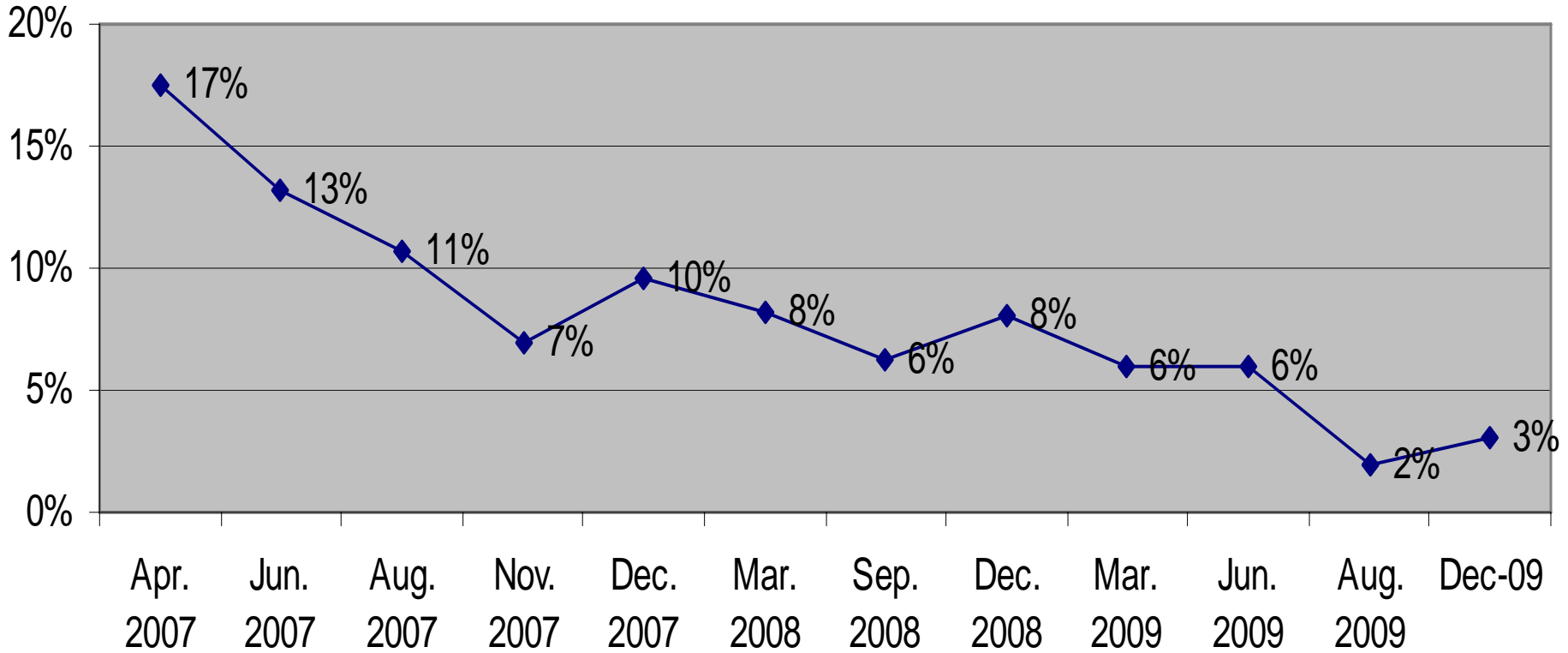




# New Hires Control Chart

▶	D	EFINE
	M	EASURE
	A	NALYZE
	I	MPROVE
	C	ONTROL

## Employee Vacancy Percentage





# Training Update

»	<b>D</b>	EFINE
	<b>M</b>	EASURE
	<b>A</b>	NALYZE
	<b>I</b>	MPROVE
	<b>C</b>	ONTROL

- Completed Black belt training with 6 people
- Completed Master Black belt training for 2 people