Lean Six Sigma in higher education institutions

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Abstract
Purpose
This paper aims to illustrate the application of Lean Six Sigma (LSS) in higher education institutions (HEIs). A real-time case study presented as part of the paper highlights the value which LSS can bring to the higher education system.

Design/methodology/approach
The paper commences with an overview and the success of the LSS methodology. The uniqueness of the higher education system for imbibing quality excellence is elaborated, comparing it with the manufacturing industry. Various opportunities for LSS projects in HEIs are then discussed as part of the paper. The last section of the paper elaborates a real-time case study, explaining how LSS was leveraged to improve a university library process.

Findings
The study identified the key attributes of the higher education system, which need to be understood for imbibing quality excellence. The study also provided an insight into the upcoming application of LSS and the benefits it can bring to HEIs.

Practical implications
The introduction of LSS into the higher education setup could bring multifold organizational and social benefits

Originality/value
LSS has been successful in the past few decades in the manufacturing and service sector. However, its application in HEIs was very nascent. This study illustrates its importance and application to a highly responsible area of the service sector, for imbibing quality excellence, serving as an excellent resource for researchers and higher education professionals.

Keywords
Process improvement  Higher education  Lean Six Sigma  Case study  Quality excellence

Citation

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