

The BMG eHandbook™

A web-based information center for your entire Performance Excellence program

BMG's eHandbook™ is a web-based information center that provides employees with guidelines and details about the company's Six Sigma initiative. It is a working document that helps organizations proactively plan for and address the many questions that arise during the launch of a Six Sigma or other performance improvement initiative.

The eHandbook features seven sections, each one customized by the Core Team over the course of a three- to four-day Initialization Workshop.



Deployment

This section lays the foundation for building buy-in by getting key leaders to agree strategically on what program elements drive success. It documents the deployment vision and includes samples and best practices, all customized by the core team and available to the organization.

Communication/News

Companies use this section to develop, plan and execute strategies for speaking to employees, vendors and the public about the performance improvement initiative. It provides sample launch letters, talking points, newsletter ideas and media relations pitches. When completed, it becomes the company's internal communications bible.

Finance

This section provides the finance group with tools to define how the company will value and support improvement projects. The result is that all team members have a clear understanding how to work together and report savings.

Human Resources

This part features job descriptions; selection, retention and compensation guidelines; sample reporting and organizational structures; and repatriation plans. Everything is provided in template form so human resource teams can use them without having to recreate the wheel.

Projects

This section walks Black Belts, Green Belts, Champions and others through the process of working a project, using guidelines the Core Team has set. Includes project selection, definition, review and reporting. It helps companies define projects based on valuation, scope, and financial benefit.

Support and Training

This section is a complete training resource including floor plans, checklists, guide-lines and calendars for setting up an ideal training environment.

Technical Support

The last section features planning and procurement guidelines to assist the IT community in acquiring the tools and support system for the Six Sigma team. Includes technical requirements for updating and publishing the eHandbook, and more.

"BMG's eHandbook™ was an excellent roadmap... its user-friendly format and comprehensive contents prompted us to ask all the right deployment questions."

- Shelly van den Heuvel
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