# Lean Six Sigma Case Study: Reducing Lead Time for Hotel Room Availability

## Executive Summary

**Lean six sigma case study Reduce lead time for hotel room availability** by George Lee Sye

★★★★☆ 4.9 out of 5

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This case study presents the application of Lean Six Sigma methodologies to improve the efficiency of hotel room turnaround operations, resulting in a significant reduction in lead time for making rooms available to guests. The project team used a combination of process mapping, data analysis, and process improvement tools to identify and eliminate bottlenecks in the room cleaning and preparation process. The results of the project led to increased revenue, improved customer satisfaction, and a more efficient and streamlined operation.

## Problem Statement

The hotel industry is highly competitive, and customer satisfaction is key to success. One of the factors that can greatly impact customer satisfaction is

the lead time for making hotel rooms available to guests. Long lead times can result in guests having to wait for their rooms, which can lead to dissatisfaction and even lost business.

The hotel in this case study was experiencing long lead times for room availability. The average lead time was 90 minutes, which was significantly higher than the industry average of 60 minutes.

## Methodology

The hotel assembled a team of employees from various departments to work on the project, including representatives from housekeeping, maintenance, and front desk. The team used the Lean Six Sigma methodology to identify and eliminate the root causes of the long lead times.

The team began by mapping out the room cleaning and preparation process. They identified all of the steps involved in the process, from the time a guest checks out of a room to the time it is ready for the next guest.

Once the process was mapped out, the team collected data on each step. They tracked the time it took to complete each step, as well as the number of defects that occurred.

The data analysis revealed several areas where the process could be improved. The team identified several bottlenecks in the process, including:

- Delays in getting housekeeping staff to the room
- Inefficient cleaning methods
- Delays in getting maintenance staff to fix problems

- Inefficient communication between departments

## Results

The team implemented a number of process improvements to address the bottlenecks. These improvements included:

- Improving communication between departments

- Streamlining the cleaning process

- Providing additional training to housekeeping staff

- Implementing a preventive maintenance program

The process improvements resulted in a significant reduction in lead time for room availability. The average lead time was reduced from 90 minutes to 60 minutes, which is within the industry average.

In addition to the reduction in lead time, the process improvements also led to:

- Increased revenue

- Improved customer satisfaction

- A more efficient and streamlined operation

The Lean Six Sigma project was a success. The team was able to identify and eliminate the root causes of the long lead times for room availability. The process improvements that were implemented led to a significant reduction in lead time, as well as increased revenue and improved

customer satisfaction. The hotel is now operating more efficiently and is better able to meet the needs of its guests.

## Benefits of Lean Six Sigma

Lean Six Sigma is a powerful tool that can be used to improve efficiency and quality in any industry. The benefits of Lean Six Sigma include:

- Reduced costs

- Improved quality

- Increased efficiency

- Improved customer satisfaction

- A more streamlined operation

If you are looking for a way to improve your business, Lean Six Sigma is a great option. It is a proven methodology that can help you achieve your goals.
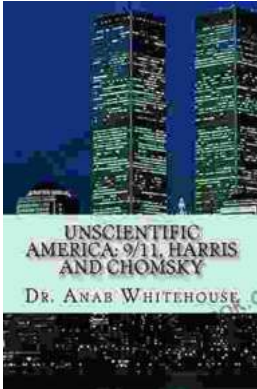
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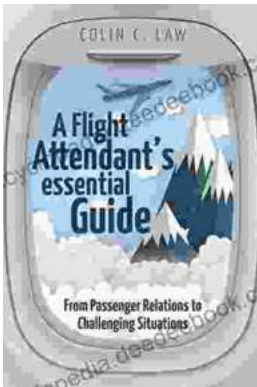
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