

Application of the Lean Six Sigma Problem Solving Methodology in Law Enforcement: A Case Study at the Philippine Drug Enforcement Agency

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Abstract

The Lean Six Sigma (LSS) methodology is a process-focused, data-driven, and customer-centric approach to solving quality problems in the profit-oriented sector. This research explores the non-traditional application of the LSS methodology and related principles in determining the root causes of drug case dismissals and acquittals in a law enforcement agency. The paper explores the cost of poor quality (COPQ), definition of defects, determination of customer requirements, process-oriented thinking, root cause analysis, and the application of the DMAIC (Define-Measure-Analyze-Improve-Control) methodology in enforcement work. By applying the rigors of LSS, the study reaches surprising conclusions about what causes failures in the judiciary process.

Keywords

Lean Six Sigma, Process Management, Law Enforcement

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