

**mozilla**

# Operations and Infrastructure

# What?

- Operations and Infrastructure Team is established  
“ To ensure smooth, efficient, functional Community as a Whole!”
- It closely works with the Marketing, Finance and Human Resource for the smooth, efficient and functional community relations.
- It is a core team for growth of community as a whole.

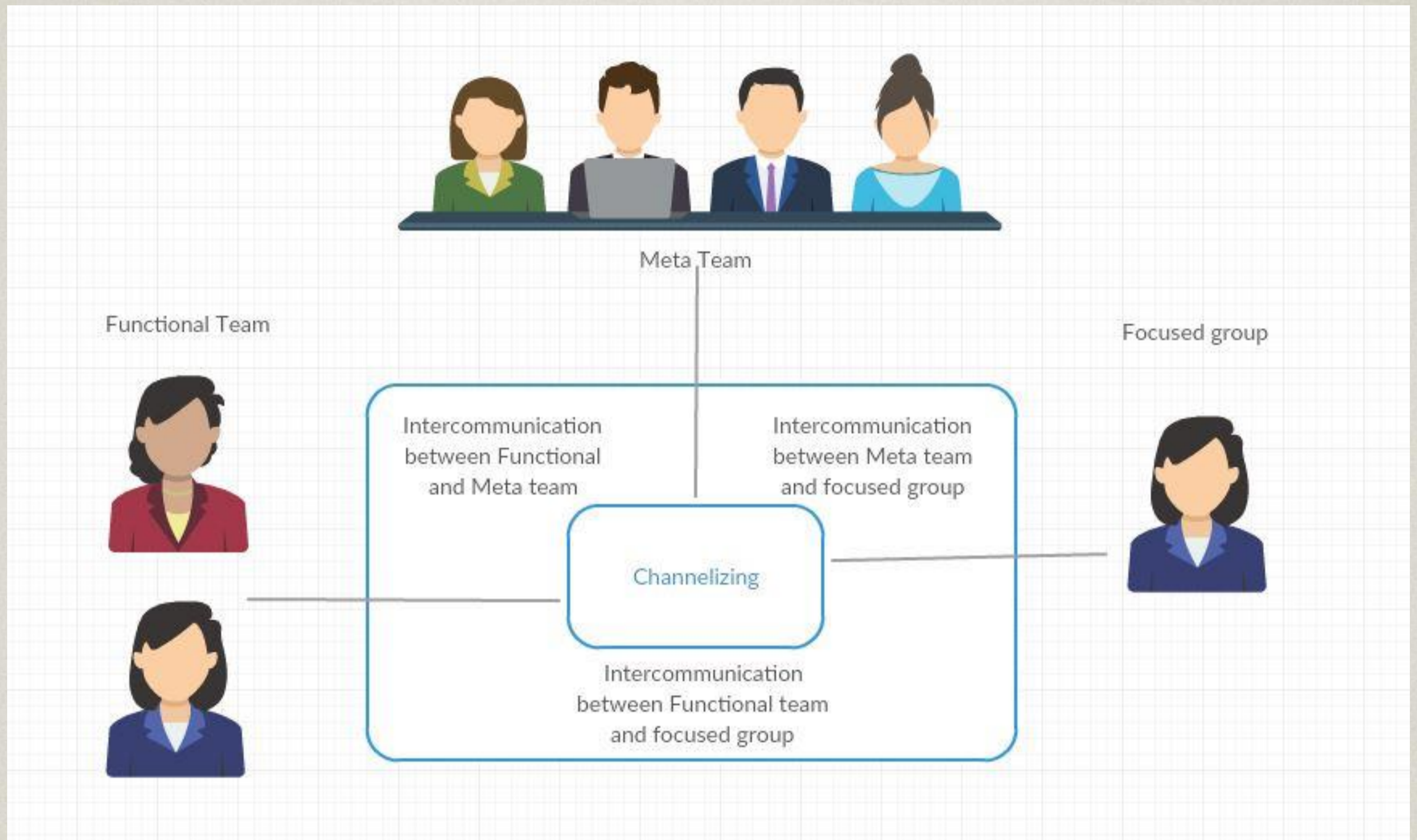
# WHY?

The success of the Mozilla India will require wise and efficient use of Teams, Volunteers, human capital, financial capital, Information Technology, and hard infrastructure. Human capital is the most important ingredient to the success of the Mozilla India. As now Mozilla India is shifting its focus to Meta team, Functional team and focus teams, it becomes difficult to measure the success and also to measure efficiency as well as functionality as a whole. This is the main reason for the formation of Operations and Infrastructure team.

# HOW?

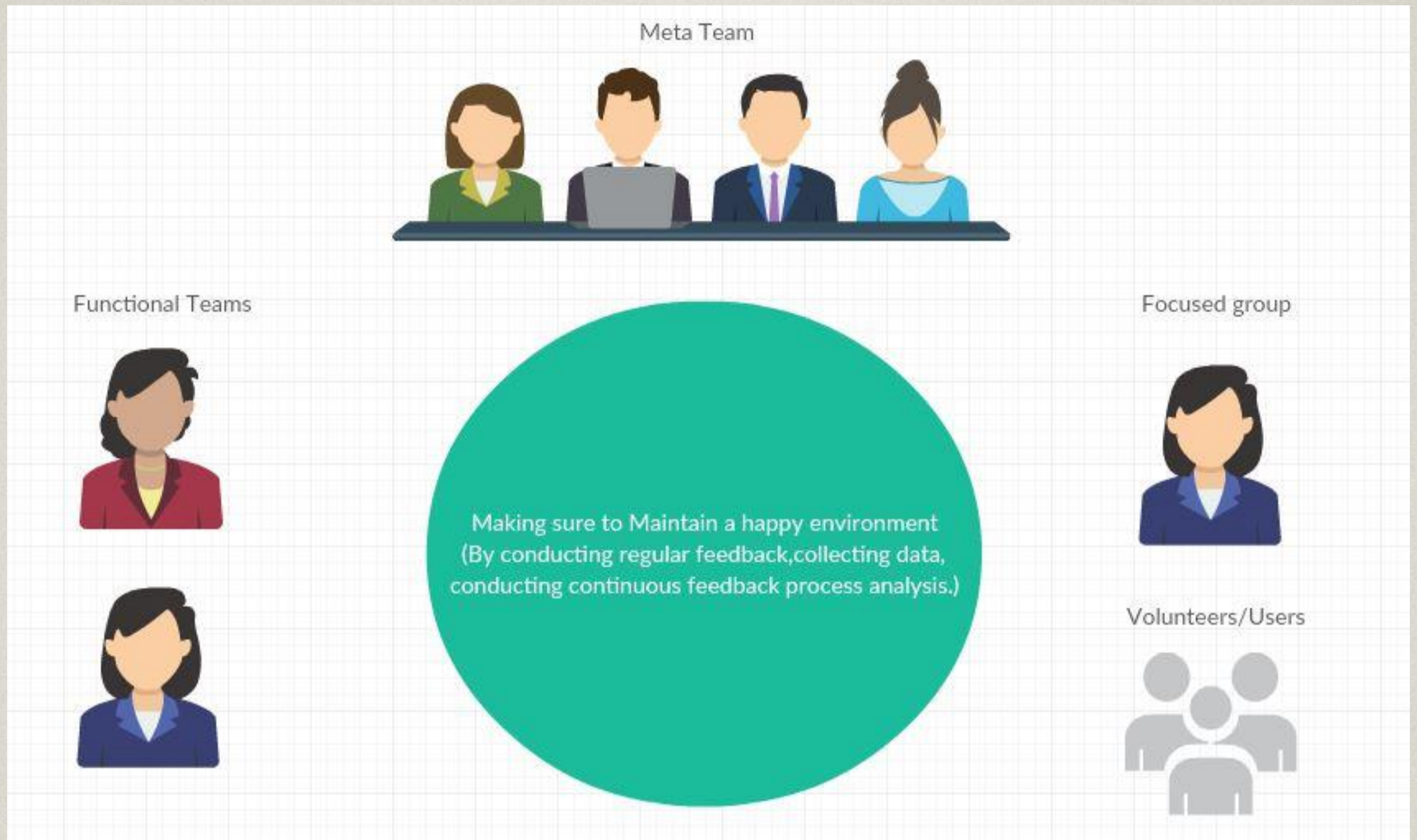
- Meta, functional and focus group support
- Top-Down Training
- Including voice of the volunteer, Functional groups and others
- Create Infrastructure to improve success ratio
- Development of Long term and short term goals
- Focus on process Improvement
- Focus on people and process

# Top-down Training



Channelizing of useful resources and training through Staff to the volunteers at a granular level.

# Including voice of the volunteer, Functional groups and others



Increasing the “Happy ”volunteer, consumer (or anyone or anything related to Mozilla),conversion rate; Anonymous feedback boxes, i.e. continuous feedback process analysis, etc.

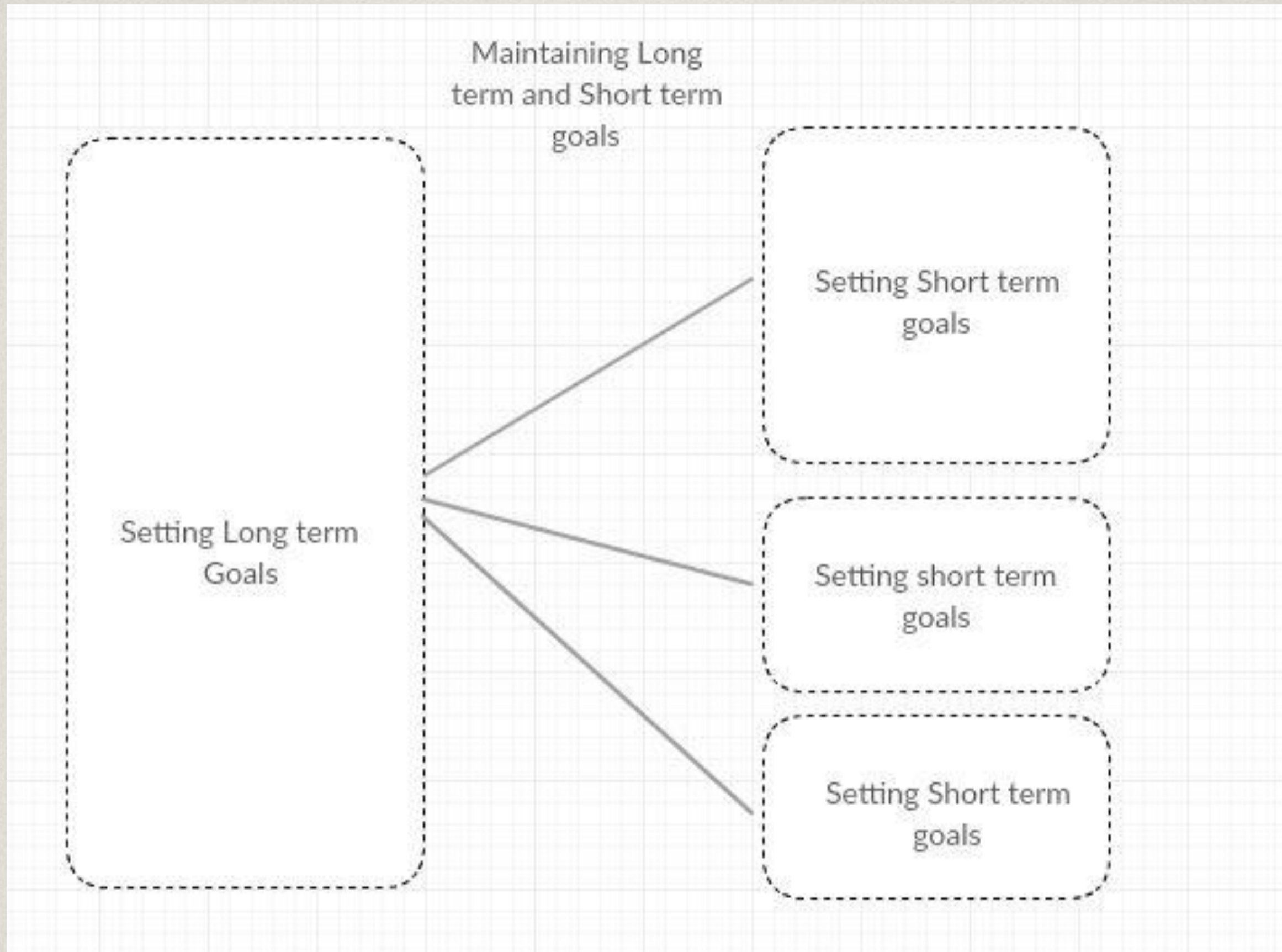
# Create Infrastructure to improve success ratio



Increasing the "Happy" volunteer, consumer (or anyone or anything related to Mozilla), conversion rate; Anonymous feedback boxes, i.e. continuous feedback process analysis, etc.



# Development of Long term and short term goals



Division of long term goals into shorter pieces for keen and focused inputs.

# Focus on process Improvement



By tracking efficiency of existing projects and programs through analytical and statistical data..

# Focus on people and process



Like we say, focusing on making and converting aided and unaided

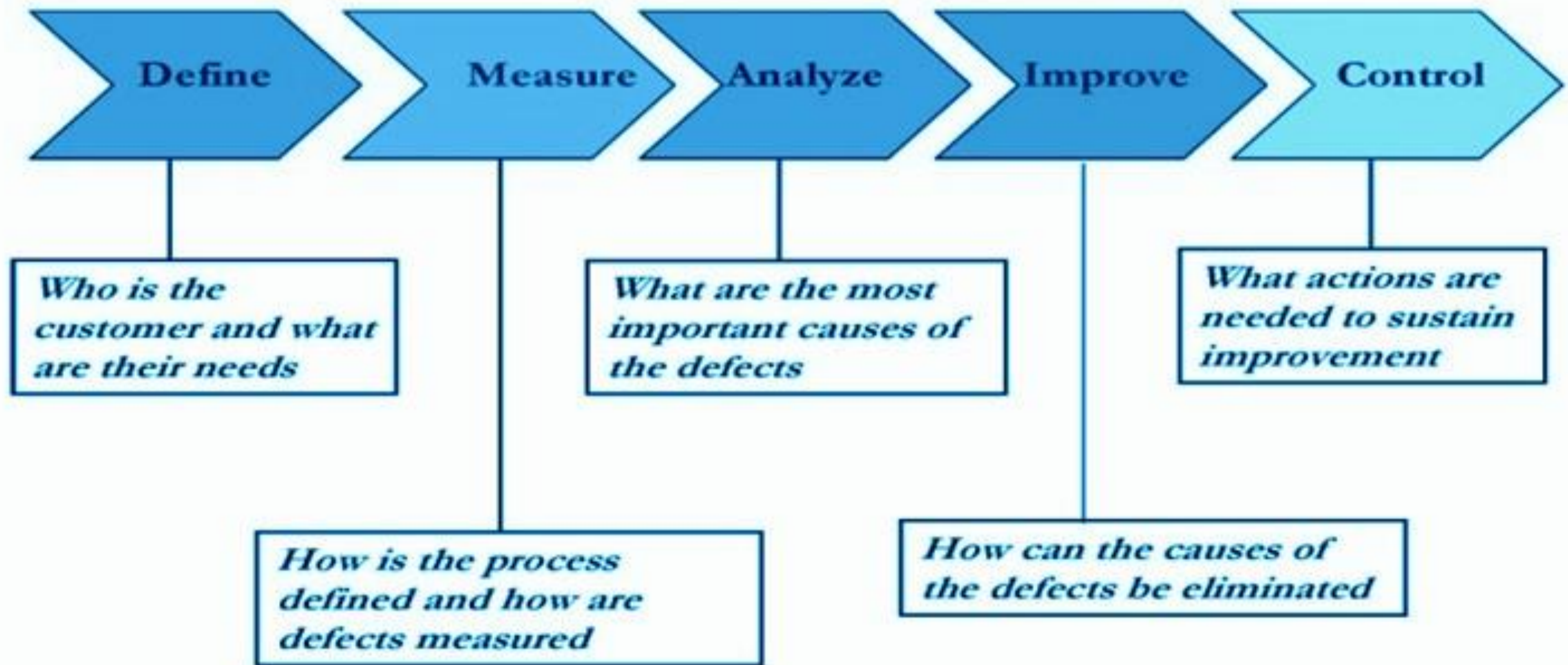
# Approach



DMAIC : Define , Measure, Analyze, Improve and control

# Conti..

## Phases of Six Sigma



# Conti..

<i>DMAIC Model</i>	<b>Define</b>	<b>Measure</b>	<b>Analyze</b>	<b>Improve</b>	<b>Control</b>
<b>Purpose</b>	<ul style="list-style-type: none"> <li>Identify Projects for process improvement</li> <li>Select resources for project improvement</li> </ul>	<ul style="list-style-type: none"> <li>Establish baseline performance</li> <li>Validate measurements for each project</li> </ul>	<ul style="list-style-type: none"> <li>Set performance objectives</li> <li>Identify sources of variation</li> </ul>	<ul style="list-style-type: none"> <li>Prioritize the vital few causes of variation</li> <li>Establish relationships between output and input variables</li> </ul>	<ul style="list-style-type: none"> <li>Implement Solutions</li> <li>Ensure Solutions are sustained</li> <li>Document Case Studies</li> </ul>
<b>Primary Tools</b>	<ul style="list-style-type: none"> <li>Process Mapping</li> <li>Business Metrics</li> <li>Trend Charts</li> <li>Voice of the Customer</li> </ul>	<ul style="list-style-type: none"> <li>Data Collection</li> <li>Six Sigma Metrics</li> <li>Process Capability Analysis</li> <li>Descriptive Statistics</li> <li>Basic SPC</li> <li>Standardized Measurements</li> </ul>	<ul style="list-style-type: none"> <li>Control Charts</li> <li>Cause &amp; Effect Diagrams</li> <li>Summary of statistical tools</li> <li>FMEA</li> <li>Root Cause Analysis</li> </ul>	<ul style="list-style-type: none"> <li>Design of Experiments</li> <li>FMEA</li> <li>Planning Tools</li> <li>Process Capability Analysis</li> </ul>	<ul style="list-style-type: none"> <li>Mistake Proofing</li> <li>SPC Implementation</li> <li>Control Plans</li> <li>Evaluate Process Improvement Results</li> <li>Visual Process Control</li> <li>Standard Operating Procedures</li> </ul>
<b>Key Outputs</b>	<ul style="list-style-type: none"> <li>Project team</li> <li>Project selection and measurement</li> <li>Program plan</li> <li>Management Commitment</li> </ul>	<ul style="list-style-type: none"> <li>Service performance baseline</li> <li>Measures for evaluating performance of the service or process</li> </ul>	<ul style="list-style-type: none"> <li>Defined list of potential sources of variation</li> <li>Cost Benefit Analysis</li> </ul>	<ul style="list-style-type: none"> <li>Select appropriate solution</li> <li>Proposed process settings</li> <li>Impact of proposed solutions</li> </ul>	<ul style="list-style-type: none"> <li>Process in Control</li> <li>Project Documentation</li> <li>Opportunities for transfer of learning</li> </ul>

Way to go..... Mozilla India



Thank you  
Dyvik , Aastha  
and operations and Infrastructure Team