

Lean Six Sigma for Disaster Evacuations: Case Study

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Abstract

This paper addresses the response to the emergency situation that occurred during the evacuation and shelter of people affected by natural disaster. This paper provides effective techniques and tools that, if used properly, facilitate effective emergency management. To conduct this study, the brainstorming method and Lean Six Sigma (LSS) tool and techniques are used. These LSS tools and techniques have enabled problem identification, process streamline and well coordinated joint actions. This paper is a case study that is realized based on the actions of an emergency team to assist evacuees who were affected by the earthquake in Albania in November 2019. This study brings real experiences how emergency teams have acted to manage the arrival of evacuees. Hundreds of people have been evacuated, housed in safe homes, provided with food, clothing and health care. With the involvement of many parties, public institutions, non-governmental organizations, volunteers and private businesses, continuous care was provided until the day they voluntarily sought to return to their home country.

Key words: Lean Six Sigma, Public Sector, Disasters.

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