An International Relief Effort

Refugee Migration to Europe

Group 1
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Topics to Cover

Problem Statement

Flow Chart

Cost of Poor Quality (COPQ)

Conclusions.

Q&A
Problem Statement

“Europe is facing high cost, inefficient admission and resettlement processes for refugees.”

What is in our scope?

- Refugees resettlement process
- Europe

What is not in our scope?

- Exile causes
- Rest of the world
- Humanitarian and charity support
- United Nations
Flow Chart

**Process Start:** Refugees claim for entry.

**Process Ends:** Refugees are employed.
## Cost of Poor Quality (COPQ)

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<th>Process</th>
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<th>External Failure</th>
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<td>Getting Robbed &amp; Killed</td>
<td>Staff Transportation</td>
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<td>Customs and Background Check</td>
<td>IT failures Insufficient staff</td>
<td>Transportation</td>
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<td>Lack of medical equipments</td>
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<td>Culture and language training</td>
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<td>Housing, Welfare, Clothing &amp; Healthcare</td>
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<td>Provide training</td>
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<td>Trainers Credential Evaluations Language</td>
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Conclusions

There is an opportunity in Refugee's resettlement process to simplify several identified processes and make them more efficient.

Lean tools such as Value Stream Map and Root Cause Analysis will help us to identify waste, reduce processing times and eliminate causes of failures.
Q&A

Questions?
References


Getting the new arrivals to work, Dec 12th 2015, Vienna, Economics