



## **Operations Research and Engineering Management Praxis Defense**

### **The Intersection of Robotic Process Automation and Lean Six Sigma Applied to Unstructured Data**



**DE in Engineering Management Praxis Defense  
Presented by  
Emily McIntosh  
Advisor: Aurelie Thiele**

**Friday, April 1, 2022  
3:00pm**

**<https://smu.zoom.us/j/94300884031>**

#### **Abstract**

In the professional services industry, it is hard to avoid buzzwords like Artificial Intelligence, Blockchain, and Robotic Process Automation (RPA). Meanwhile, organizations are facing pressure to do more with less. While most organizations have aspirations to apply these technologies, few have successfully done so. This praxis provides the background, motivations, and results of how RPA was successfully deployed to unstructured data. Furthermore, it explores how the traditional framework of Lean Six Sigma, specifically the DMAIC framework, not only adds value to these initiatives but provides the structure to develop the right solution.

#### **Biography**

Emily McIntosh is a DE candidate within the Department of Operations Research and Engineering Management in the Bobby B. Lyle School of Engineering at Southern Methodist University. She received her Bachelor's degree in Management Science from SMU in 2013 in addition to a

Master's of Science in Operations Research and Master's of Science in Systems Engineering. She is currently a manager at EY in the Forensics practice. She frequently speaks at conferences and is a member of INFORMS.