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
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