The Power of Six Sigma
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Publication: Pearson Education

Excerpts:

Six Sigma- the number six and sigma, the Greek letter. But Six Sigma means something more in business and industry. It represents a statistical measure and a management philosophy.

Six Sigma works best when everyone’s involved, from the CEO at the top of the organization to the guy in the mailroom.

The real power of Six Sigma is simple, because it combines people power with process power.

Sigma is like a measurement, used to determine how good or bad performance of a process is: in other words, how many mistakes a company makes, doing whatever it does.

If you want to improve something, you have to know where you stand and where you want to go, or else it isn’t going to happen. Numbers bring clarity.

Six Sigma companies learned that quality saves money, because there are fewer throw-outs, fewer warranty payouts and fewer refunds. And doing all that, in turn, increases profits.

We ask the customers what problems we need to solve. If we correctly identify and solve those problems, we’ll save money and they’ll be happier.

In Six Sigma, you pick a one problem to solve at a time as a project.

The Executive Leadership has to be the driving force behind adopting Six Sigma philosophy and inspiring the organization from day one.

The Deployment Champion’s provide leadership and commitment and work to implement Six Sigma throughout their businesses.
The Project Champion’s job is to oversee, support and fund the Six Sigma projects and personnel necessary to get the job done. This allows the people on the project to focus solely on the project in hand.

The Master Black Belts are the persons most responsible for creating lasting, fundamental changes in the way the company operates from top to bottom.

The Black Belts are the people who really do the work. They are the key to the whole project, the true leader of Six Sigma.

The Green Belts provide the Black Belts with the support they need to get the project done.

Pick the problem that’s giving you the most trouble, the one that’s costing the company the most, the one that’s making customers unhappy- the one that will reward you the most if you fix it.

The big questions to answer are why the errors are being committed and how to fix them.

Sit down with the data and your analysis and determine what’s possible- what’s a reasonable goal for this or that process.

Define the problem, Measure where you stand, Analyze where the problem starts, Improve the situation and Control the new process to confirm that it’s fixed- DMAIC, or Dumb Managers Always Ignore Customers.

The main thrust of Six Sigma is to reduce the errors and waste in every kind of business endeavor to please the customers and fatten the bottom line.

NOTE: The book is available in MNNIT CENTRAL LIBRARY (Class No. 658.21)