1.Reduce process variation

2.Allowed % of defects time

VOC-VOICE OF CUSTOMER

VOP-PROCEE

VOB-BUSINESS

VOW-

CTQ-CRITICAL TO QUALITY

X(IN),Y(OP),Z(Z VALUE)

If we knw the sol ..go with lean

Otherwise 6 sigma

Permitted defect – 3.4%(DPMO) defects fr million opporunities

Six sigma is a management strategy which is used to reduce the process variation

Diff bw specification & avg in terms of std deviation

Process

Define,measure,analyse,design,verify

Continuous data/variable data – measurable data

Discrete data/attribute data – countable data (no of participants)

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CUSTOMER-OUTPUT-PROCESS-INPUT-SUPPLIER

TENDENCY/SS

P=0.05(probability)

If the data is normal – mean (p>0.05)

If the data is not normal – mean (p<0.05)

Pareto chart

80/20

When the 80 % of the pblm because of 20% cause

Ctrl+shift+5 (to convert as %)

=C2+(B3/$B$17) (cumulative formul)

Men

Machine

Material

Mode

ELIMINATING THE WASTE IS LEAN

REDUCING THE PROCESS IS 6 SIGMA (DATA DRIVEN/STATISTICS)

