Quizlet

Week 6: Lean Operations and Quality

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Key concepts:

Defects Per Million Opportunities | Cause And Effect Diagram | Cause And Effect

Terms in this set (37)

Quality	The ability of a product or service to meet or exceed customer expectations

Techniques to ensure Quality	- Learn Enterprise Management - Total Quality Management (TQM) - Six Sigma
Learn Enterprise Management	Philosophy that considers the use of resources for any other purpose than to create value for the customer to be wasteful and be targetted by elimination
Total Quality Management (TQM)	Management approach to long-term organisational success by satisfying customer needs
Six Sigma: DMAIC	Incremental improvement through a process of define, measure, analyse, improve and control
Six Sigma: DMADV	Incremental improvement through a process of define, measure, analyse, design and verify
Six Sigma Definition	An improvement program aimed at reducing variability and achieving near elimination of defects from every product, process and transaction
Six Sigma: Objective	Reduce costs and increase revenue by increasing process efficiency and effectiveness
Six Sigma: Technical Definition	Reduces the variation of every individual process to render no more than 3.4 defects per million opportunities

Six Sigma: Cost and Efficiency Rationale	- reduces costs by increasing efficiency has an immediate effect on the bottom line - increasing profits where Six Sigma focuses on all types of costs - i.e labour costs
Bottom Line	Is a company's profits Bottom line = Revenue - Profits
Six Sigma: Labour Costs Reductions	A reduction in labour costs is realised by increased productivity
Six Sigma Cost Reduction Approaches	Cost reduction approach that is orientated around elements such as variation, cycle time and yield
Six Sigma Cost Reduction Approaches: Variation	- difference between actual and target (process, product and service) - the objective is to reduce variations to improve quality and overall, reduce costs - two types of variations: non-random and random
Six Sigma Cost Reduction Approaches: Non-Random Variation	- occur due to the difference in quality of input, faulty equipment and inadequate training of employees - non-random variations are the the first to be eliminated in reducing a systems variation

THIS SET IS OFTEN IN FOLDERS WITH...

Week 1: Introduction to BIS

18 terms

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Week 2: Enterprise Systems

37 terms

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Week 3: Business Process Design and Data Flow Diag...

15 terms

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Week 4: Business Process Design and System Flow Ch...

15 terms

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