

Key Concepts of Six Sigma

- Frame in terms of customer expectations and strategic business objectives.
- Sponsors drive change, cultivate resources, and champion projects.
- Based on quantifiable measures that can be traced back to how well the business serves its customers.



Six sigma projects should always focus on things that are of high importance to the organization. That is what makes it strategic. Internally, it requires support from high level management.

Key Concepts of Six Sigma

- Metrics identified early and aligned with the aims of the business while incentivizing and maintaining accountability
- Accompanied by training and team deployment practices
- Utilizes Green Belts, Black Belts and Master Black Belts to execute various measurement, analysis, improvement and control tools.



Six Sigma also emphasizes planning the project and quantifying the results. Metrics are essential in tracking the impact of the project and health of the process you are measuring. Another key concept is the existence of highly skilled process improvement experts.

Organizational drivers

- VOC
- Balanced Scorecard
- Scoreboard/Dashboard
- KPI (Key Process Indicator)



Six Sigma projects are grounded in quantifiable metrics. These metrics typically manifest themselves through any number of key organizational drivers. Regardless of the source, a gap in how we satisfy the customer, meet quality expectations, or attain performance goals exists and must be remedied.