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15.1. High Points of This Chapter

1. Six Sigma and Lean Six Sigma have developed into one of the most widely recognized and effective methods for creating breakthrough improvement. Both have evolved from the basis of Juran's Universal on Quality Improvement.
2. Six Sigma methods focus on identifying and meeting the needs of customers first and the business second. In this way, revenues increase and costs decrease, improving results.
3. Many large organizations like Samsung Electronics, General Electric, and Honeywell have experienced great success employing Six Sigma and Lean Six Sigma methods since its inception at Motorola in the 1980s. Today, organizations like Naples Community Hospital Florida, The Mayo Clinic, Bank of America, Telefónica in Spain, and hundreds of others have adopted Lean Six Sigma as their improvement method of choice.
4. Six Sigma and Lean Six Sigma methods help both traditional manufacturers of goods as well as producers of services and information to improve their bottom line and increase customer satisfaction.
5. The two primary Six Sigma methods are DMAIC (define, measure, analyze, improve, control) to improve processes and products (the focus of this chapter) and DMADV (define, measure, analyze, design, verify: Design for Six Sigma) to help ensure that products and processes function well from the voice of the customer (VOC) through the delivery of goods.
6. The five steps to carry out a Six Sigma DMAIC project are discussed in detail.
7. A successful Six Sigma deployment depends on a clear understanding of roles, responsibilities, structures, and training requirements of the employee.