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Summary on how organizations use the Six Sigma project management tool.

Six Sigma is a customer-oriented project management tool which utilises an effective business strategy. This method was developed on the basis of teamwork, which includes good communication across all stakeholders and goal-oriented approach. Six Sigma uses a belt system to categorise its types of users; there are three classes, green belts, black belts and champions. Each class increases in technicality and skills with green being the least technical and skilful.

The following examples illustrate how Six Sigma was used in organisations:

- Citibank
 - Used it across multiple teams in the business.
 - Each team identified a specific problem which eventually disclosed the main issue (internal call back procedures).
 - As a result, the call backs were reduced by 73%.
- Ford Motors
 - Have been using Six Sigma since 1999.

- Found that it has improved performance and compared to other methods it is cost effective and more meticulous than previously used methods.

Six Sigma is described as a “powerful business strategy” because it integrates all of the key project management strategies such as communication, fact checking, setting attainable goals and problem solving. This methodology encourages its users to only attempt feasible projects as well as determines the most profitable solution for such projects. However, even though its approaches are very practical, the theory being Six Sigma is very complex and not widely understood. For example, the belt system needs to be fully researched and understood before it can be implemented because incorrect usage can be detrimental to the success of the project.

References

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