

Six Sigma for Small Organizations

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The QUIT Workshop Series™



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The Issue:

The Six Sigma Methodology was developed in large organizations with high production runs and many repetitions of products and services. So how is a smaller organization going to implement the \$250K projects that we hear about in the big companies? The simple answer is that you will rarely have the dollar savings associated with the big named Six Sigma giants. However, through many small wins using the Six Sigma Methodology, even smaller organizations can see a big improvement in their bottom line results and achieve ever-increasing levels of customer satisfaction.

Methodology:

The Six Sigma Methodology is based on the DMAIC Model (Define, Measure, Analyze, Improve and Control). The goals of Six Sigma include: Defect Reductions, Yield Improvements, Improved Customer Satisfaction and Higher Net Income to name a few. The Methodology is designed to focus on the customer needs from your entire business (not just solving problems) and to engage everyone in the organizations to focus on customers. Thus, Six Sigma can be defined as: *“an Operating System that is a systematic, disciplined approach that employs standardized tools and practices to manage the business and facilitate ever-increasing levels of customer satisfaction.”*

Project Planning:

Small organizations should focus their efforts through the following process steps: Problem Statement, Project Objective, Project Tracking, Business Benefits, Implementation Schedule, Process, Tools (i.e.: Customer identification, CTQ identification/ Operational Definitions, COPQ parameters, Process maps, C&E Matrix, FMEA, fishbone, etc.), Capability / Confidence and Process Orientation. Managers at all levels need to ensure that projects are selected based on business need and strategic planning and the projects are doable within a three to six month time frame.

Road Map:

A typical Six Sigma Road Map should follow: Recognize That Variation Exists, Identify What the Customer Wants and Needs, Use a Problem-Solving Methodology, Follow the DMAIC Model, Monitor the Process Using Behavior Charts, Update SOP and Lessons Learned, Celebrate Success and Start Over Again for Continual Improvement. Through this method, even small organizations should be able to demonstrate success using the Six Sigma Methodology.

For more information, please contact RAM Q Universe, Inc. (231-386-5071 or rodmunro@starband.net) for more information. Coming soon: www.ramquniverse.com and www.rentablackbelt.com

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