

### ***What is Six Sigma***

*Six sigma is a data driven approach for problem solving. We collect a lot of accurate data from the process and apply statistical tools to analyse and solve the process problems. Six sigma is the only process improvement methodology, which uses various sophisticated statistical tools for validating the root causes for the process problems and for solving them. Since we will be able to validate the critical root causes for the problem and take actions to address the causes permanently, we will be able to get a consistent output. The defects produced by a process running at Six sigma level are very low at 3.4 defects per million opportunities.*

*This methodology was first implemented in Motorola in the year 1987. It took 2 years for the quality experts at Motorola Bill Smith and Mikel Harry under the guidance from their CEO Bob Gavin, to come out with the Six sigma methodology as the outcome of an initiative to achieve their target of 10 times (10x) improvement in quality in 2 years. This methodology was later implemented at Allied Signals and then at General Electricals under the leadership of their CEO Jack Welch.*

*We need to understand that no new tools or concepts were invented when Six sigma was rolled out at Motorola. Already existing tools and concepts were collated and embedded in a structured methodology for problem solving. Like how a electrician or a plumber is equipped with a tools kit box to analyse and solve process problems, Six sigma is a tools kit box for solving process problems and the Six sigma experts will be exposed to a variety of tools and concepts to enable them to solve the process problems. Customer satisfaction and financial benefits are the major drivers for the Six sigma initiative in an organization*