

Six Sigma Initiatives, Perspectives, and Lessons Learned...

Academic & Industry



Overview

- Six Sigma as a business strategy is really turning into the hot-button issue of the day. The term itself has turned into the financial equivalent of a Good Housekeeping seal of approval. First advanced by Motorola around 1986 and advantageously adapted by many organizations, the strategy involves rigorous training in the use of specialized measurement and statistical tools to help improve customer satisfaction by reducing defects in products, processes, and services, cutting costs which are passed on to the customer, and reducing the cycle time and its variation, which translates to on-time delivery.



Overview

- The list of enterprises adapting the Six Sigma strategy is almost endless and continues to grow, embracing many Fortune 500 companies and their suppliers. However, those organizations that have deployed it successfully, where it has become part of the corporate culture are relatively few. GE and Allied Signal fall into this category, resulting in a significant increase in their shareholder value.



Overview

- Considering all the visibility & 'hype' given to Six Sigma, it seems appropriate and timely to reflect on its deployment and impact in industry, which influences what we do in the university.



Topic

- Focus on topic of Six Sigma
- Industry...perspectives & lessons learned
- Academic...what & how we should teach topic in our TQM classes



Agenda

- Presentations
 - ◆ TQM Course Overview...Prof. Jen Tang (QM Area)
 - ◆ Six Sigma at General Electric...Share Perspectives & Lessons Learned
 - ★ Mark Sneeringer, Manager, Consumer Technology
 - ★ Cynthia Fanning, Master Black Belt, Sales



Agenda

- Roundtable Questions
 - ◆ Company experiences & perspectives
 - ★ What does Six Sigma Mean and What is its Purpose?....different things to different companies



Agenda

- Business strategy
- Quality assurance strategy
- Set of statistical tools for problem prevention/solving for line managers and professionals
- Means of providing leadership & interpersonal skills training (team building, consulting, negotiating)
- Career development...means of identifying and grooming fast trackers for leadership positions



Agenda

- Implementation Beyond Manufacturing...commonalities & differences
- Most valuable concepts and tools
- Krannert education...are we doing enough; what more should we be doing?



Agenda

- **Demonstration: Six Sigma Computer Animated Simulation Model**
 - ◆ For Six Sigma Training
 - ◆ For understanding and improving business processes through **visualization** and **experimentation**

