

Six Sigma Project. Improvement of Decision-Making Process in Quality

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Abstract

Six Sigma contains a broad set of tools, interwoven in a business problem-solving methodology. Six Sigma tools are used to scope and choose projects, design new products and processes improve current processes, decrease downtime and improve customer response time. Six Sigma has not created new tools, it has simply organized a variety of existing tools to create flow. Six Sigma has not created new tools. It is the use and flow of the tools that is important. How they are applied makes all the difference. Six Sigma is also a business strategy that provides new knowledge and capability to employees so they can better organize the process activity of the business, solve business problems and make better decisions. Using Six Sigma is now a common way to solve business problems and remove waste resulting in significant profitability improvements. In addition to improving profitability, customer and employee satisfaction are also improved. Six Sigma is a process measurement and management system that enables employees and companies to take a process oriented view of the entire business. Using the various concepts embedded in Six Sigma, key processes are identified, the outputs of these processes are prioritized, the capability is determined, improvements are made, if necessary and a management structure is put in place to assure the ongoing success of the business.

References:

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