



**IMPORTANCE OF
SIX SIGMA QUALITY
AND SCENARIOS**

Six Sigma is a strategy used to improve quality in business processes.

Small businesses eager to enhance the quality of their business processes, products and/or services should consider adopting a strategy known as Six Sigma. Six Sigma aims to identify and correct errors in design and reduce the amount of variability in business processes. Six Sigma projects follow a predetermined series of steps that have a measurable financial goal, such as an increase in revenue or decrease in costs. Six Sigma quality standards and scenarios can help a small business correct and anticipate quality issues in its processes and products/services.

Definition of Quality

The central concept of Six Sigma is to measure the number of defects in a process or product and determine how to eliminate nearly all of them. It strives to create a business environment with nearly zero defects. The methodology relies heavily on data and statistics to evaluate how a process is performing. By Six Sigma standards, a process must not produce more than 3.4 defects per million opportunities. One of the key concepts in the Six Sigma methodology is its requirement that a business focus on critical-to-quality attributes -- which consist of the most important customer specifications -- and how the process delivers them.

Quality Implementation

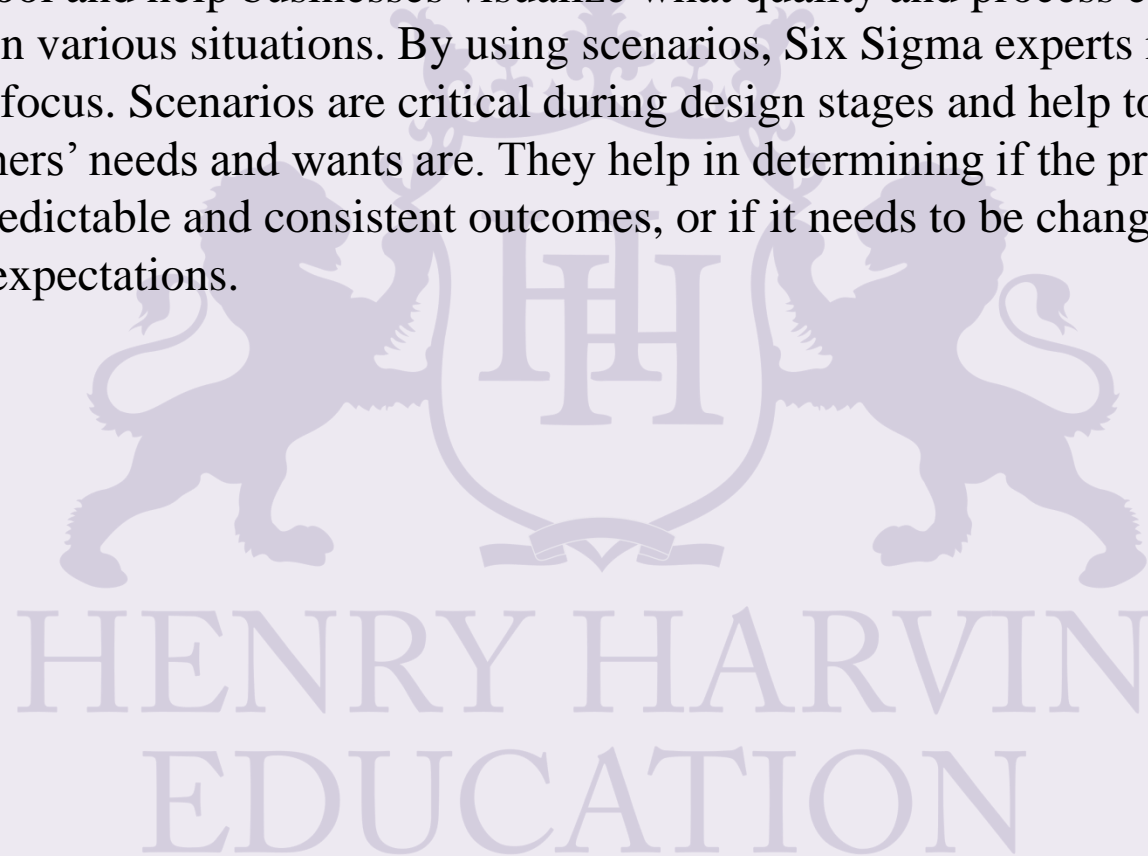
One of the defining elements of Six Sigma is the support it receives from top management. The methodology is put into practice through a specially trained team of experts who provide training and locate and make process improvements. These experts are given specific titles, such as Champions, Black Belts and Green Belts. Decisions made by experts are guided by verifiable data that specifically identify where improvements are needed. By utilizing a team approach to implement Six Sigma standards, your business can ensure that the project progresses toward a desired state of business processes that meet customer expectations.

Continuous Improvement

One of the main benefits your business derives from a Six Sigma implementation is the creation of a Six Sigma culture. In this new culture, business process knowledge and process improvements are commonplace throughout the company. The methodology creates dashboards of valuations that measure processes from day-to-day, determine which ones need improvement and a reduction in variation. Business leaders well versed in Six Sigma are also able to apply the concepts to the company's strategic goals. The new culture created by Six Sigma's focus on process performance instills in the business the importance of quality and continuous process improvement.

Purpose of Scenarios

Scenarios in Six Sigma implementation are important because they serve as a useful planning tool and help businesses visualize what quality and process events will occur given various situations. By using scenarios, Six Sigma experts maintain a long-term focus. Scenarios are critical during design stages and help to identify what the customers' needs and wants are. They help in determining if the process can achieve predictable and consistent outcomes, or if it needs to be changed to meet customer expectations.



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