

# Quality Digest

# 2004 Quality Sourcebook

## Six Sigma

It hardly comes as a surprise that so many organizations—manufacturing and service alike—have adopted the Six Sigma methodology. Peers like Motorola, GE, Ford Motor Co. and Honeywell offer prime examples of the tremendous financial benefits companies can reap when Six Sigma becomes their mantra.

During recent years, *Quality Digest* has featured several articles focusing on Six Sigma. Both the February and November 2003 issues feature Six Sigma surveys that indicate the methodology is going strong, especially for large organizations. The May 2003 issue contains the article “Six Sigma for the Service Sector,” which provides information on Six Sigma in non-manufacturing environments. Check out the June 2003 issue for a description of Ford’s Six Sigma journey; and see the July 2003 issue for “Six Sigma for the Rest of Us;” a look at how small and medium-sized businesses can implement this powerful tool. All of these articles can be found at *Quality Digest’s* Web site, [www.qualitydigest.com](http://www.qualitydigest.com).

### Six Sigma Guide

Six Sigma Software and Services Directory .....page 92

*Listed alphabetically by company name, the guide lists Six Sigma software and/or service providers. This directory includes the company name, address, phone and fax numbers, and Web address. We’ve only included those companies that responded to our requests for information.*

As with all *Quality Digest* directories, the Six Sigma Guide is in no way meant to endorse or exclude a particular organization. Rather, it’s meant to be used as a starting point in the data-gathering process. Readers are encouraged to contact the companies directly for more information and to ask for—and check—references.

### Glossary

**Black Belt**—a highly skilled Six Sigma expert who has completed four weeks of classroom learning and, over the course of four to six months, demonstrated mastery of the tools through the completion of a major process improvement project

**DFSS**—design for Six Sigma. Methodology using tools, training and measurements to enable the design of products and processes that meet customer expectations and can be produced at Six Sigma quality levels.

**DMAIC**—define, measure, analyze, improve and control. A systematic, closed-loop process for continued improvement that eliminates unproductive steps, focuses on new measurements and applies technology for improvement.

**Green Belt**—a person with working knowledge of Six Sigma methodology and tools who was completed two weeks of training and a project to drive beneficial business results

**Lean Expert**—a person who has completed four weeks of lean training and one or more projects that have demonstrated significant, auditable business results and the appropriate application of Six Sigma and lean tools

**Lean Master**—a person highly skilled in implementing lean principles and lean tool utilization in diverse business environments. Certification involves one year of intense study and practice in advanced lean tools, teaching and mentoring.

**Master Black Belt**—the Six Sigma expert most highly skilled in the methodologies of variation reduction. After a year-long project-based certification program, Master Black Belts train and mentor Black Belts, help select and lead high-value projects, maintain the integrity of measurements, and develop and revise the Six Sigma learning materials.

The information contained in *Quality Digest* directories, plus some additional information, is available online at [www.qualitydigest.com/directories](http://www.qualitydigest.com/directories).

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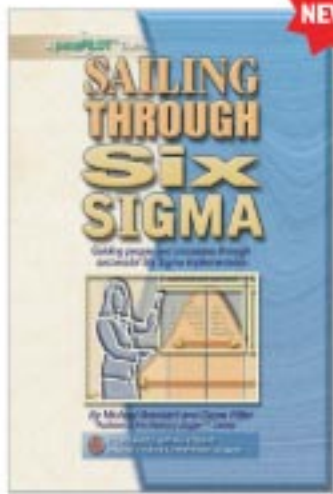
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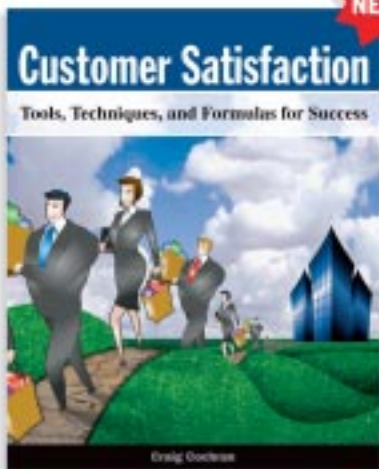
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