

2008 Quality Sourcebook

Six Sigma

Incredible as it seems, Six Sigma is now more than 20 years old and still going strong. Those who use the methodology claim it saves companies huge sums of money by redefining processes and reducing defects. Long a staple of quality improvement at manufacturing plants, Six Sigma has now penetrated into sectors such as health care, government agencies, service organizations, and many more. Increasingly, lean precepts such as eliminating waste and more efficiently organizing workspaces have become integrated with Six Sigma projects. The result, lean Six Sigma, has become prevalent across industry.

This section contains the Six Sigma Services and Software Directory. This directory can help you implement, maintain, and improve your organization's Six Sigma efforts. Embracing the Six Sigma path often leads to stunning improvement in a very short period of time—the companies found in the following pages can help you get there. Those with the acronym “SRV” following their listing offer Six Sigma services; those with an “SW” offer Six Sigma software. Many, you'll note, provide both.

This directory is not meant to endorse or exclude any particular organization. Rather, it should be used as the 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. Further information, including company descriptions (if provided to us) can be found on our web site at www.qualitydigest.com/directories.

Six Sigma Section

Six Sigma Services and Software Directory Page 71

This guide lists the Six Sigma service provider's name, address, phone and fax numbers, and web address.

Glossary

Black Belt—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 continual improvement that eliminates unproductive steps, focuses on new measurements, and applies technology for improvement

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

Lean Expert—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—person highly skilled in implementing lean principles and lean tools in diverse business environments; certification involves one year of intense study and practice in advanced lean tools, teaching, and mentoring

Lean Six Sigma—technique that combines lean theory such as just-in-time inventory and the 5S system with Six Sigma processes such as DMAIC and defect reduction

Master Black Belt—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 Six Sigma learning materials

Yellow Belt—person with a general knowledge of Six Sigma; this designation often leads to further training in the methodology

The information contained in *Quality Digest* directories, plus some additional information, is available online at www.qualitydigest.com/directories

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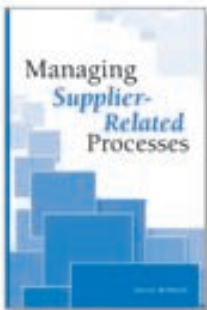
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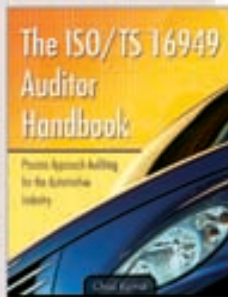
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