

Six Sigma

What is Six Sigma

Six Sigma is a highly structured, rigorous, and disciplined methodology that utilizes data and statistical analysis to measure and improve an organization's operational performance, practices, and systems. It is a disciplined process that focuses on developing and delivering near-perfect products and services, including information technology.

The Six Sigma approach measures how many "defects" there are in a process, then aims to systematically determine how to eliminate them, getting as close to "zero defects" as possible. To achieve Six Sigma quality, a process must produce no more than 3.4 defects per million opportunities (unit of output?). This means an organization needs to be nearly flawless in executing its key processes.

History

Six Sigma was developed as part of efforts to improve manufacturing quality during the 1980s; it was pioneered by Motorola and has since spread to many other manufacturing and service companies, as well as to government agencies. General Electric, one of the most successful companies to implement Six Sigma, had estimated benefits of roughly \$10 billion during the first five years of implementation.

Our Solutions

Perot Systems delivers trusted process improvement and management services to federal defense, homeland security, and civilian agencies, as well as wide range of commercial organizations. Perot Systems' Partnership with Six Sigma Advantage combines highly refined training tools and methodology with extensive process improvement assessment and implementation expertise. We tailor a solution, consisting of one or more of the following products and services, to meet your business needs:

- Customized training
- Licensing
- Certification and testing
- Integration of Six Sigma with existing technology standards
- ISO 9001 consulting and training
- ISO 9001 Implementation & Registrar Selection Assistance
- Six Sigma training and project implementation
- CMMI consulting and training
- CMMI SCAMPI, A, B, & C Appraisals
- ISO 20000 & ITIL Process implementation

Why Choose Six Sigma

Hundreds of successful companies, as well as large state and federal agencies have adopted Six Sigma processes and realized a significant operational savings. These include Fortune 500 companies, leading government contractors, and large federal institutions. Six Sigma users include:

3M, Advanced Micro Devices, Allied Signal, Apple Computers, Boeing, Chevron, Citicorp, Eastman Kodak, Ford Motor Company, General Dynamics, General Electric, Hewlett Packard, Honeywell, Intel, Litton Data Systems, Lockheed Martin, Los Alamos National labs, McDonnell Douglas, Microsoft, Motorola, NASA, National Semiconductor, Northrop Corp, Pentagon, Sony, Texaco, Texas Instruments, United States Air Force, United States Army, United technologies, UPS, Xerox

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Six Sigma Methodologies and Approach

When most people speak of using Six Sigma, there are generally referring to the Methodology being used to improve their products or processes. A majority of the time they are using the almost universally recognized methodology, DMAIC (Define, Measure, Analyze, Improve, Control). DMAIC is used when a product or process is in existence at your company but is not meeting customer specification or is not performing adequately. The methodology breaks down as follows:

Define the project goals and customer (internal and external) requirements.

Measure the process to determine current performance.

Analyze and determine the root cause(s) of the defects.

Improve the process by eliminating defect root causes.

Control future process performance.

DFSS, the acronym for Design for Six Sigma is more of an approach than a defined methodology because the phrases or steps of DFSS are not universally recognized or defined like DMAIC, and almost every company or training organization will define DFSS differently. DFSS is used to design or re-design a product or service from the ground up. There are a few "flavors" of DFSS in usage today and Perot Systems can help you define the best approach for your organization.

"Six Sigma is about taking your IT organization and getting it under control." – Mark A. Brewer Seagate

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