Role of Critical Success Factors Related to Six Sigma in Quality Management in Organizations

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Abstract

Six Sigma is a popular tool (Anthony & Coronado 2002) as well as a well driven strategy which has been employed for reducing variability in processes (Anthony et al. 2007), thus increasing the quality of the finished product and reducing cost of after sale care of products (Harry & Schroeder 2005). The organizations have benefitted in cutting costs of processes (Ehie & Sheu 2005), by employing tools and techniques of total quality management systems, where six sigma is one component. It was first introduced in Motorola in 1986, and it has since been employed by many other corporations as well, to statistically improve performance as well as quality of products and processes. Many corporations have employed this approach and have benefited from them. Although all corporations are not able to create successful processes with employment of Six sigma, there are nevertheless many examples of projects that have benefitted from it as well. This paper systematically reviews the critical factors which influence success related to six sigma. This tool is also critically reviewed to find its importance in quality management in organizations.
References


Index Terms

Computer Science

Information Sciences

Keywords

Six Sigma, Quality Management, Success factors, Organizations.