Abstract

Nowadays most of the organizations are showing keen interest in using Six Sigma approach to improve their operations performance. Motorola coined the concept of Six Sigma and General Electric popularized it. There are two methodologies to implement Six Sigma: define, measure, analyze, improve and control; (DMAIC); and define, measure, analyze, design and verify; (DMADV). DMAIC should be used when a product or process is in existence at a company but is not as per customer specifications or is not performing adequately. DMADV should be used when a product or process is not in existence and one needs to be developed or when the existing product or process has been optimized and still does not meet the level of customer specification or six sigma level. A case study is used to show the implementation of Six Sigma using the DMAIC approach. This case study was conducted at consumer durable manufacturing facility. The last step in manufacturing is the packaging of the product. The
company was facing some problems from the boxes supplied by a vendor. The study shows how the DMAIC steps were used to solve the problem of rejections. Each of the five steps in the DMAIC methodology is explained using the company data.

References

- Bedi Kanishka, Quality Management, Oxford University Press

Index Terms

Computer Science

Computational Intelligence

Keywords

Six Sigma  DMAIC  DPMO  Packaging boxes