

What is Six Sigma?

At Smarter Solutions, we define Six Sigma as a business strategy consisting of process, organizational, and technical change to increase customer satisfaction, operational efficiencies, and revenue thus impacting shareholder value.

Sigma is a letter in the Greek alphabet used to denote the standard deviation of a process. Sigma quality level is sometimes used to describe the output of a process. A Six Sigma quality level is said to equate to 3.4 defects per million opportunities; however, the term in practice is used to denote more than simply counting defects. **Six Sigma goes beyond defect reduction to emphasize business process improvement in general, which includes cost reduction, cycle-time improvement, increased customer satisfaction, and any other metric important to the company.** Six Sigma can now apply a whole culture of strategies, tools, and statistical methodologies to improve the bottom line of companies and quantum gains in quality.

An objective of Six Sigma is to eliminate every ounce of waste that can be found in an organization's processes. Conservatively, \$500,000 TO \$1,000,000 bottom-line benefits can be achieved yearly on average for dedicated six sigma practitioners (often called a Six Sigma Black Belt -- a term originated by Motorola). These achievements are accomplished through six sigma projects created by pulling from the enterprise needs which provide value.

The companies that form the base of today's world market are sending a clear message: **produce high-quality products at lower costs with greater responsiveness.** Six Sigma has helped various organizations achieve these objectives when leveraged with other initiatives as part of a business strategy that we know to be the Integrated Enterprise Excellence (IEE) approach.

Our approach to Lean Six Sigma is an excellent reference to assess the benefits for taking your organization to the next level. Our services offer step-by-step guidance to achieving the sustainable benefits of Lean Six Sigma to improve your company's ability to attain a growing customer base and profitability.