

The process improvement through Six Sigma.

“Sigma” is a Greek word which means the standard deviation of population in mathematics. In process improvement where the Six Sigma method is applied, it is assumed that each process can be described by a mathematical function. As a result of the process improvement there is an increase in quality in companies. Therefore, the Six Sigma method is often used in quality management. Clear indicators are provided making the processes measurable.



The objectives of the Six Sigma method include:

- Permanent cost reduction complimented by increased customer satisfaction.
- Increased capacities.
- Reduction of operating cycles.
- Identification and elimination of errors and defects.
- Increased sales.

When properly applied, Six Sigma can ensure error-free processes. Moreover, it can be utilized in all industries completely independent of whether it is in manufacturing or in service industry. Even where one is of the opinion that “with us nothing can be improved”, it is almost unthinkable that there is no potential for improvement in processes. On the contrary! Six Sigma clearly indicates the possibilities for improvement on the basis of significant indicators.

Six Sigma optimizes every process creating improvement potentials of up to 70%. Increased customer satisfaction and increased profit margins ensure a quick *Return on Invest!*

5 phases lead to process improvement

Define:	What is the objective, what is the problem and how big is it?
Measure:	How to measure the impact of the problem?
Analyze:	What is the root cause of the problem?
Improve:	How can the problem be eliminated?
Control:	How is the improvement anchored in the organization to ensure sustainability?

You want Six Sigma as a tool for your quality management, we will be happy to help you.

**Your sincerley,
mib- HEINEN Team**

Have you got any further questions? –
Just call me or send an e-mail.

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