

A six sigma exercise

Finance



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1. What is the highest Sigma rating that the Jamaica support center can claim? Show how you reached this rating? Jamaica support program has the success ratio is 5/100000, which is equal to 0.005%. Therefore, the percentage of success is .05%. It can also be illustrated in a way that the customer satisfaction is lower with the customer support program provided by the ACME through the Jamaica based customer support program.

The Six Sigma rating criteria is based on the calculation of DPMO, i. e. defects per million opportunities. As per the response of the customers and the success rate, which is very low, the Defects per Million Opportunities revealed that the six sigma rating of ACME customer support program which was based in Jamaica is 1.

The method of reaching the rating of one out of six which is considered as the lowest ranking is based on the DPMO calculation. The percentage of defects was 99.995%. Significantly high level of defects or very low level of success percentage is clearly an indication of the low quality control by ACME for its Jamaica based customer support programme. In other words, the defects per million opportunities and the percentage of defects can help the company to identify more precisely and accurately, its quality control or six sigma rating. High level of defects per million opportunities or high percentage of defects indicates that the six sigma rating is very low.

2. After Acme Mexico City (AMC) begins operations next year, should the Jamaica center support AMCs customers? Why or why not?

The Mexico City is the capital of Mexico. Mexico City is considered as the federal independent entity within the Mexico, which is not part of any one of 31 Mexican States. It belongs to the Federation as a whole. Mexico City is believed to be the financial hub of Mexico. The Country's largest city is

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Mexico City. It is also considered to be the most important political, cultural and educational center for the country along with the financial centers.

Study on the culture of Mexico revealed that Mexican make several subdivisions within the nation.

Mexican City is housed with small indigenous population. The culture of Mexico or Mexican City is regarded as the frontier culture. The political structure of Mexico is based on the seat of the power of the union. It did not belong to any particular state but to all. The City's foreign district reports the production of more than 20% of GDP. It is considered as one of the most important economic, as well as, financial hub in Latin America. Study of the local market indicates that more than 50% of the population is Mestizo, which means the indigenous along with the Europeans. There are 68 different languages, which are considered as national languages in addition to Spanish. It is hard for Jamaica based customer support program to help Acme Mexico City that is expected to begin its operations in next year. The reason is that the Jamaica based customer support program has very low success ratio and the current scenario is difficult for the personnel based in Jamaica to develop acumen cognizant regarding the cultural, economic and political situation of Mexico City. The Customer support program should first improve its own quality of service so it can be able to help the upcoming projects of Acme. Therefore, according to the current situation Jamaica based customer support program is not in a position to help support the Acme Mexico City.

Work Cited

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