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[Business](#), [Management](#)



At the core of six-sigma are six phases referred to as DMAIC: define, measure, analyze, interpret, and control. These phases act as a road map for managers and are used to enhance processes and increase profits. Each phase includes a specific process, deliverables, and checkpoints for readiness. Define involves defining the project, goals, and deliverables to both, internal and external customers and includes team readiness and charter, customers, business process mapping. Measure involves measuring the process in order to determine current performance and includes key measures identified, data collection planned and executed, process variation displayed and communicated, and performance baseline and sigma calculation. Analyze involves analyzing and determining the root cause(s) of the defects and includes data and root cause analysis, quantifying the gap and opportunity.

Improve involves improving the process by eliminating defects and includes generating possible solutions. Control involves controlling future process performance and includes monitoring the plan, process standardization, procedure documentation, establish and deploy response plan, and project closure the transfer of ownership and knowledge to process owner and responsible team (Brue, ...). In addition, Brue introduces tools for six-sigma such as process mapping, XY matrix, measurement systems analysis, process capability tool, multivariate study, hypothesis testing, failure mode effect analysis, design of experiments (DOE), and control plans. A process map is a flowchart illustrating the steps in a process, a DOE determines the relationship between factors X and Y. An XY matrix depicts the relationship between your input and customer output.

Next, the key roles for six-sigma involve executive leadership, champions, master black belts, black belts, and green belts. For example, executive leadership is responsible for its vision and includes an organizations CEO and top management. Champions are in charge of six-sigma implementation and serve as mentors to black belts. Master black belts are six-sigma coaches that are completely devoted to the process.

Black belts concentrate on its use and achievement in regards to projects. Green belts are the employees who serve and support black belts in project success. Finally, Brue reveals the “do’s of six-sigma” that commitment should be expressed company wide and exhibited by its leaders, do empower human resources, and do provide on-site mentoring for black belts, be patient at its inception, claim and advertise early “wins,” do benchmark, and establish project baseline and goals.

Using these concepts and tools, Brue provides a proven method designed to assist managers become more effective and invaluable to their corporations. Brue wants organizations to reach their full potential and operate at six-sigma rather than remain stagnate at the minimum sigma level. This is because he unselfishly wants others to achieve six-sigma, also known as: money, customer satisfaction, quality, growth, competitive advantage, and employee pride. He assures that by implementing the basic principles of six-sigma known as the DMAIC expands into define, measure, analyze, interpret, and control -your company can do just that!