

Employee data collection training and six sigma quality process terms and concept...

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



of Phoenix Material Employee Data Collection Training and Six Sigma Quality Process Terms and Concepts Table Part One Complete this table regarding operations management. Write, in your own words, a description of the term or concept. Reference the source where you found the information.

Term or concept

Description

Source

Key performance indicators

Are the measures used to determine a firms progress towards set goals

Parmenter, D. (2007). Key performance indicators developing, implementing, and using winning KPIs. Hoboken, N. J.: John Wiley & Sons.

Operations management

The coordination of all activities involved in the production and distribution of goods and services.

Chopra, S., & Meindl, P. (2007). Supply chain management: Strategy, planning, and operation (3rd ed.). Upper Saddle River, N. J.: Pearson Prentice Hall.

Productivity

Refers to the efficiency in transforming input into output (final product) or the profitability of an investment.

Supply chain management

The coordination in the flow of information, products, and finances as they move to and fro supplier and consumer. With the aim of increasing consumer and product value.

Value chain

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It is a series of activities that are aimed to increase the total value of a final product

Control chart

It is a statistical tool for controlling qualities through analysis of the process variables as well as capabilities and monitoring the variables based on target and actual outcome.

Montgomery, D. (2013). Introduction to statistical quality control (7th ed.). Hoboken, NJ: Wiley.

Control limits

Are horizontal and parallel lines used in a control chart for the determination of variations that are of significance by indicating lower and upper limits

Montgomery, D. (2013). Introduction to statistical quality control (7th ed.). Hoboken, NJ: Wiley.

Process capability

It is the comparison of an output based on an in-control process against the specification limits through usage of capability indices. Measures ability of a firm to produce products that can meet client's tolerance.

Montgomery, D. (2013). Introduction to statistical quality control (7th ed.). Hoboken, NJ: Wiley.

Range

It is the acceptable difference between what a firm can produce in terms of value and what the consumer can tolerate. If the product's value lies outside this range consumers can reject it.

Chopra, S., & Meindl, P. (2007). Supply chain management: Strategy, planning, and operation (3rd ed.). Upper Saddle River, N. J.: Pearson Prentice

Hall.

Sample

Refers to a product designed by a firm handed to a consumer to give his opinion based on his desired specifications. It can also be the client giving a producer a product to produce a similar one.

Statistical process control

It is a method used to measure and control quality during the process of manufacturing through the use of quality data. Quality data that is within the upper and lower control limits is considered to be of quality.

Montgomery, D. (2013). Introduction to statistical quality control (7th ed.). Hoboken, NJ: Wiley.

Process flow chart

It is a visual sequence representation of activities involved in production.

Also referred to as process map

Six Sigma

It is a set of statistical techniques used for quality enhancement, through identification and removing causes of defects

Shankar, R. (n. d.). Process improvement using Six Sigma: A DMAIC guide.

Part Two

Complete this table regarding the Six Sigma quality process. Write, in your own words, a description of the term or concept. Reference the source where you found the information.

Term or concept

Description

Source

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Explain the Six Sigma process.

Define-establishing the project goals and customer analysis.

Measure-Collecting consumer's view and reviewing risk assessment.

Analyze- Determining the difference (defect) in product quality.

Design-Develop a model that will enhance product quality.

Optimize-Implementing the designed model for the product integrated with the improvement.

Verify-Continuous check and control of the performance of the product

Gitlow, H., & Melnyck, R. (n. d.). A guide to six sigma and process improvement for practitioners and students: Foundations, DMAIC, tools, cases, and certification (Second ed.).

What is DMAIC?

It is the abbreviation for Define, Measure, Analyze, Improve, and Control. An approach to continuous enhancement of product quality and having it being in check.

What is the role of a Master Black Belt?

Assist in the Integration of the Six Sigma in the operations of an organization.

What is the role of the Black Belt?

Leading problem-solving projects as well as training project teams.

What is the role of a Green Belt?

Helping in the collection of data for the black belt projects and leading green belt team

What is Design for Six Sigma?

It entails developing of a new model that discards errors and enhancing the

product quality.

Shankar, R. (n. d.). Process improvement using Six Sigma: A DMAIC guide.