

Six sigma for supply chain: samsung

Business



The other area that Samsung can enhance their efforts is in the training of employees for the Six Sigma initiative. The approach to training is important in this case. An effective training program should not only contain the ideals and principles of Six Sigma, but it should also be customized along with the traditions of Samsung so as not to remove any hitches to its implementation and to eradicate any perspectives of its being foreign. This calls for a deep analysis of Samsung's company values and integrating elements of these into the delivery of Six Sigma. The integration of revolutionary operations with company traditions has been demonstrated to be most effective for other companies such as Toyota (Liker 2004). Thus Samsung should develop customized Six Sigma Green Belt and Black Belt educational workshops for all key functional managers and the relevant training for all other employees.

Antis, Slutsky, and Creveling (2003) identify failure to link Six Sigma with the consumers as a major oversight into an otherwise informed and wise undertaking. Samsung should seek consumer opinions from feedback, surveys, social responsibility efforts, and even complaints and implement this into their supply chain management. Six Sigma is an undertaking that has impacts on an entire organization rather than in this case just the supply chain. In doing this, Samsung will link their internal improvements to the wishes of the consumers and in this way benefit both parties.

The last and perhaps most important recommendation is that the success of Six Sigma undertaking in the supply chain and the recommendations provided here depend on the role of the management. Samsung should ensure that its top leadership not only shows commitment but is involved in the Six Sigma efforts. The management should be at the forefront of these

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undertakings, communicating, guiding, consulting, and reiterating the importance of Six Sigma to the corporate strategy and goals of Samsung. It is their responsibility to harmonize the efforts across all supply chains of Samsung establishments.