



The International Society for Six Sigma Certifications, LLC

*Certified Training, Consulting & Mentoring
LEAN Six Sigma and Process Management*

Frequently Asked Questions about Six Sigma

What is Six Sigma?

Six Sigma is a customer-focused and data-driven approach to problem solving and process improvement. It is a tool to help Information Technology (IT) deliver on Operating Imperatives and helps your company 'walk the talk' on your desired culture.

Is Six Sigma all about statistics?

No, it's all about the **customer** and what it takes to satisfy their needs. Statistical tools are a fundamental part of Six Sigma and it helps bring about objective knowledge of business problems and solutions that work. Six Sigma's aim is to "fix business problems for the last time".

Can any project be a Six Sigma project?

No. Typically, Six Sigma projects address situations where the cost, quality or delivery of a process is not meeting the customer needs and the solution is not known. Six Sigma utilizes three methods to manage these projects, DMAIC (Define, Measure, Analyze, Improve and Control), DFSS (Design for Six Sigma) and Lean (Discover and eliminate unnecessary steps within a process).

What is DMAIC (Define, Measure, Analyze, Improve and Control)?

The Define, Measure, Analyze, Improve and Control (DMAIC) methodology has five steps:

1. **Define** the customer requirements, clarify the problem and set goals.
2. **Measure** the current processes and collect relevant data for future comparison.
3. **Analyze** to verify root causes and determine what the relationship while considering all factors.
4. **Improve** to generate and apply solutions. Modify existing processes or develop better processes.
5. **Control** by monitoring to assure continued high-quality performance.

What is DFSS (Design for Six Sigma)?

Once Six Sigma is implemented and functioning, Design for Six Sigma (DFSS) then considers the customers' needs and the needs of the business to find the appropriate solution.

What is Lean (Discover and eliminate unnecessary steps within a process)?

Lean Six Sigma methodology involves using tools from Lean Manufacturing and Six Sigma to improve quality more quickly.

Is Six Sigma the same as Project Management Methodology?

No. Project Management Methodology is about managing projects. Six Sigma focuses on process improvement. All Six Sigma projects must be built on a solid Project Management Methodology and Six Sigma is not a replacement. We use Six Sigma tools within the framework of the Project Management Methodology to help execute projects more efficiently and with a more customer-driven approach.

What are the responsibilities of Green Belts?

There are several ways that Six Sigma Green Belts deliver value to its customers. Green Belts dedicate approximately 20% of their time assisting Black Belt projects, applying Six Sigma tools and thinking within their teams' routine deliverables or completing Six Sigma projects within their team. Additionally, Green Belts use their skills to propose projects into the project pipeline.

Where should I look for Six Sigma project opportunities?

Six Sigma projects typically address a business problem that keeps a process from producing optimal results in cost, quality, or delivery in the eyes of your customer. The following are the most frequent situations to look for:

- Prevalent complaints or negative survey responses from customers (poor quality, missed deadlines, high costs, etc.)
- Rework and manual intervention have become the norm
- Long cycle times and multiple hand-offs exist
- Output quality is unpredictable
- "Variety" is killing efficiency