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Producing Quality

Producing quality in your products and services is important in order to maintain, grow, and profitability serve your customer base. Quality means consistently creating and delivering solutions that satisfy customer requirements. The proper use and application of Six Sigma tools and techniques strengthens a business' ability to identify, measure, and consistently satisfy customer requirements.

Customer-Focused Requirements

Listen closely to and stay connected with your customers. They are the reason you are in business. The voice of the customer (VOC) provides useful information that can be translated and compared with your processes to determine whether quality needs to be improved.

Achieving Quality

Achieving the level of quality that your customers expect involves business leadership support, resources, knowledge, data access, and strategic execution. Through formal training, certification, and experience, a Lean Six Sigma Black Belt successfully leads a team of subject matter experts to improve business processes capable of creating products and services that consistently meet VOC requirements.

Continuous Improvement

After process outputs show significant evidence of consistently meeting customer requirements, the gains in quality need to be locked in.

Continuous control monitoring using statistical measures and applying the PDSA-cycle help sustain process performance. Recognizing allowable process variation prevents disruptive 'fire-fighting' by pursuing only statistically 'out-of-control' data points that should be investigated to determine the root cause.



In addition, W.E. Deming's PDSA-cycle is an effective means of institutionalizing enterprise-wide continuous improvement.

The Plan, Do, Study, Act cycle refers to managing process

performance through continuous phases of goal setting, implementing steps toward goals, identifying areas where improvement is needed, then undertaking actions to effect improvement.

Key Takeaway

Consistently producing products and services that meet your target customers' requirements involves listening to their needs and wants, translating those requirements into your business processes, and ensuring that quality is regularly measured and under control. Overlaid with a commitment to continuous improvement, your enterprise is poised to deliver quality to your customers, now and in the future.

Conclusion

Quality begins and ends with your customers. Listening to and translating their product and service requirements into your processes provides valuable clues into whether your processes are capable of meeting those requirements. If a gap exists, then a process improvement initiative is necessary to achieve that capability to remain competitive and profitable.

HELPSCO creates synergy between Lean Six Sigma quality improvement and a business' financial statements by using proprietary methods that ensure a high level of success and value creation.

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