SIX SIGMA AND CULTURAL CHANGES

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CREATING A SIX SIGMA CULTURE IN YOUR WORKPLACE

Six Sigma Culture
Transforming employees into problem solvers

EMPLOYEES FROM PASSIVE PARTICIPANTS TO ACTIVE PARTICIPANTS

A Six Sigma culture has the potential to literally transform employees.

Those with Six Sigma certification are cultured to see themselves and the work they do differently than traditional employees. They're taught to:

➢ See work in terms of process flow, and not just departments and functions

➢ Take an active role in defining improvements and identifying solutions, instead of relying on management

➢ Utilize the appropriate skills to create and implement solutions

➢ Actively involve themselves in continuous improvement efforts

ASSESSMENT

Match the following

A. Dr. Deming believes	1. Common causes
B. Ishikawa development	2. To prevent defect
C. Type of variation is due to	3. Cause & effect diagram
D. Crosby's objective of quality	4. Histogram

The correct order is

➢ A-3, B-2, C-1, D-4

➢ A-2, B-3, C-4, D-1

➢ A-2, B-3, C-1, D-4

➢ A-4, B-3, C-1, D-2

WHY CULTURE IS IMPORTANT

"Culture eats strategy for breakfast."

➤ This quote, attributed to renowned management consultant Peter Drucker, is especially true for Six Sigma

➤ Without a company culture that supports Six Sigma methodology, employees are prone to gradually surrender the power they have acquired through Six Sigma training

➤ A strategy of continuous improvement based on Six Sigma methodology that is not supported by a Six Sigma culture has a much greater chance to fail
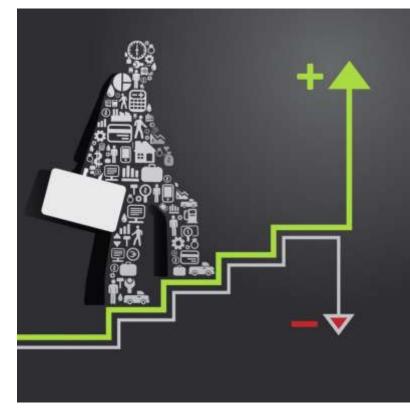
CREATE AWARENESS AND DESIRE

This process starts at the top, as executive management communicates the benefits of using Six Sigma methodology, down through the organization. This can provide four important benefits:

➤ Projects are better able to stay on time and budget

➤ Management can support Six Sigma projects by allocating the proper resources

➤ Management's support for Six Sigma projects can decrease resistance from employees and other stakeholders

➤ Employee productivity may be less impacted by the change

THANK YOU