

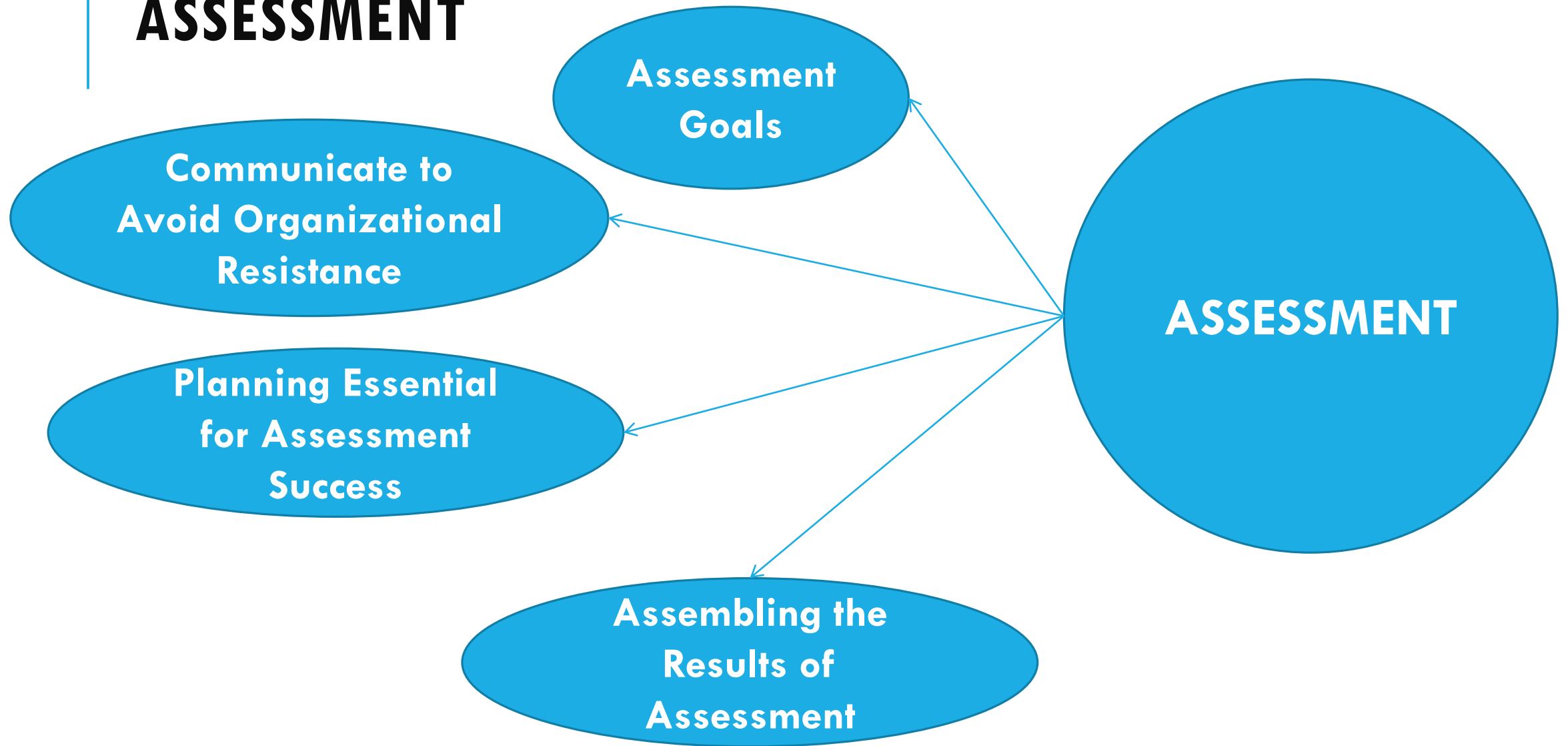
# SIX SIGMA NEED ASSESSMENTS

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# ASSESSMENT





# ASSESSMENT GOALS

- Validate critical business measures and selection high leverage projects (from existing clusters).
- Identify leverage points and areas of opportunity in upcoming projects and existing processes.
- Identify potential obstacles and mitigation strategies.
- Recommend a set of next steps and tune Six Sigma deployment plan accordingly.
- Minimize risk and improve cycle time of deployment (especially project selection).



# ACTIVITY

**A dimension is stated as  $25 \pm 0.02\text{mm}$  in a drawing. What is the tolerance**

- Tolerance System
- Allowance System
- Unilateral Tolerance
- Bilateral Tolerance



# COMMUNICATE TO AVOID ORGANIZATIONAL RESISTANCE

- Any assessment can be a source of trepidation for an organization
- Generally speaking, any assessment should be communicated to the organization well in advance of when people will be required to respond
- Communications also may be repeated a few times to reinforce its importance
- It is usually best if senior management details the assessment purpose, scope, context, size, location(s), dates and intended follow-up
- This communication also should state a firm commitment to the process, a solicitation for full forthright cooperation and an assurance of confidentiality
- This type of communication when reinforced in regularly scheduled meetings and informal communications will help to reduce organizational resistance and assure a free flow of accurate information.



# PLANNING ESSENTIAL FOR ASSESSMENT SUCCESS

- Planning for an assessment will be gated by the scope and context of the initiative and the organization
- Most readiness assessments involve either interviewing or surveying of a cross-functional and/or cross-organizational group of people
- One way to envision the survey/interview population is by imagining a diagonal slice of the organization
- Given this view, the company needs to be sure it elicits information from all constituencies in a way that provides a balanced view of what is going on
- Practically speaking this means, everyone from senior executives to process participants must be interviewed
- These views will help to characterize and highlight the alignment of the organizations strategies, goals, programs, processes and metrics
- This alignment is important to test for, as strong alignment contributes significantly to the strength and longevity of a successful initiative. Lack of alignment means that communications, priorities and actions will become clouded and subject to drift or ambiguity



# ASSEMBLING THE RESULTS OF ASSESSMENT

- A typical readiness assessment is conducted by a team of two or more assessors with a goal of deriving an objective and unbiased expert characterization of an organization based on the information collected.
- Consensus between assessors is critical to drive out error and bias and fully examine all points of view
- Generally a documented body of knowledge (quality, Six Sigma, management, software, etc.) is tapped to help identify organizations' leverageable strengths, opportunities for improvement and priorities for the pending initiative.



# ACTIVITY

**A dimension is stated as  $25 \pm 0.02\text{mm}$  in a drawing. What is the tolerance**

- 25.00mm
- +0.02mm
- -0.02mm
- 0.04mm





# REFERENCES

1. <https://www.isixsigma.com/implementation/basics/assessing-lean-six-sigma-implementation-and-success>
2. <https://asq.org/quality-resources/six-sigma>



**THANK YOU**