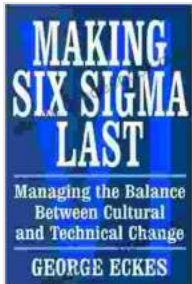


# Making Six Sigma Last: A Comprehensive Guide to Sustaining Improvement Efforts



## Making Six Sigma Last: Managing the Balance Between Cultural and Technical Change by George Eckes

★★★★☆ 4.8 out of 5

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Six Sigma is a powerful quality improvement methodology that can help organizations achieve significant improvements in efficiency, productivity, and profitability. However, sustaining these improvements over the long term can be a challenge.

This guide will provide you with a comprehensive overview of the best practices for sustaining Six Sigma improvement efforts. We will cover topics such as:

- Creating a culture of continuous improvement
- Establishing a strong governance structure
- Engaging employees at all levels

- Using data to track progress and make adjustments
- Rewarding and recognizing success

## **Creating a Culture of Continuous Improvement**

The first step to sustaining Six Sigma improvement efforts is to create a culture of continuous improvement. This means that everyone in the organization, from the top down, must be committed to making improvements on a regular basis.

To create a culture of continuous improvement, you need to:

- Communicate the importance of continuous improvement to all employees.
- Provide employees with the training and resources they need to make improvements.
- Create a system for tracking and rewarding improvement efforts.
- Celebrate successes and learn from failures.

## **Establishing a Strong Governance Structure**

Another important factor in sustaining Six Sigma improvement efforts is to establish a strong governance structure. This structure should include a clear definition of roles and responsibilities, as well as a process for making decisions and resolving conflicts.

A strong governance structure will help to ensure that Six Sigma improvement efforts are aligned with the organization's strategic goals and that they are executed in a consistent and sustainable manner.

## **Engaging Employees at All Levels**

It is essential to engage employees at all levels in Six Sigma improvement efforts. This means that everyone, from the front line to the executive suite, should have a role to play in making improvements.

To engage employees at all levels, you need to:

- Communicate the benefits of Six Sigma to employees.
- Involve employees in the improvement process.
- Give employees the authority to make decisions and take action.
- Recognize and reward employees for their contributions.

## **Using Data to Track Progress and Make Adjustments**

Data is essential for tracking progress and making adjustments to Six Sigma improvement efforts. You need to collect data on a regular basis to track your progress and identify areas where improvements can be made.

The data you collect should include:

- Process performance metrics
- Customer satisfaction metrics
- Employee satisfaction metrics
- Financial metrics

Once you have collected data, you need to analyze it to identify trends and patterns. This information can then be used to make adjustments to your improvement efforts.

## Rewarding and Recognizing Success

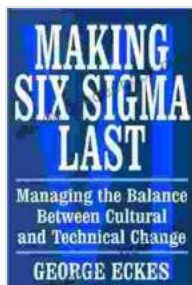
It is important to reward and recognize employees for their contributions to Six Sigma improvement efforts. This will help to motivate employees and encourage them to continue making improvements.

There are many different ways to reward and recognize employees, such as:

- Monetary rewards
- Non-monetary rewards, such as recognition or promotion
- Public recognition
- Opportunities for professional development

Sustaining Six Sigma improvement efforts is a challenge, but it is possible with the right approach. By following the best practices outlined in this guide, you can create a culture of continuous improvement, establish a strong governance structure, engage employees at all levels, use data to track progress and make adjustments, and reward and recognize success.

By doing these things, you can ensure that your Six Sigma improvement efforts will have a lasting impact on your organization.



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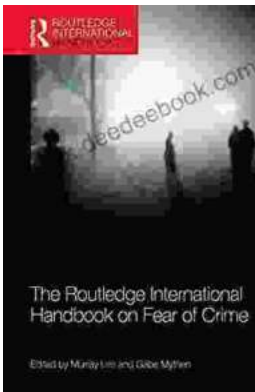
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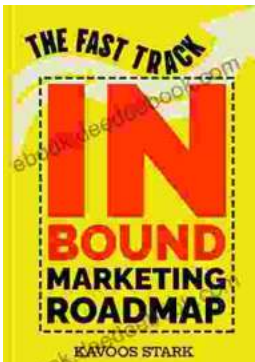
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