

"We Engineer the Quality of your Success"

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### Six Sigma Critical Success Factors (CSF)

Driving a business toward Six Sigma is not a one-time effort; it is about producing products and services that continue to meet customer and market requirements. This requires organizational agility and constant vigilance to changes in the marketplace. Thus, the real challenge with Six Sigma is getting to the point where one can meaningfully measure a business's current performance against dynamic customer requirements while developing the internal organizational abilities to respond to changing marketplace conditions. Doing this well means aligning organizational components inside the company (leadership, strategy, people, and technology) to give Six Sigma efforts the momentum and staying power they needed to succeed

To determine the success factors for Six Sigma implementation, a doctoral candidate, Tsung-Ling Chang, performed a research survey which identifies ten Critical Success Factors for implementing a Six Sigma quality system. This month, we will list the top 5 CSFs

- 1 Top management leadership & commitment** Top management should act as key driver in continuous improvements, communicate to employees about organizational goals, and establish an environment for supporting organizational & employee learning
- 2 A well-implemented customer management system** Processes need to be established in order to monitor customer satisfaction levels, to receive customer feedback, and to resolve customer concerns
- 3 The education and training system** should provide continuous courses to employees for equipping them with quality-related knowledge and problem-solving skills
- 4 A well-organized information and analysis system** should be designed to collect the performance measures in order to monitor the quality of key business processes
- 5 A well-implemented process management system.** The quality assurance system, work unit performance measures, and statistical techniques are essential to process management

NEXT MONTH: The next 5 CSFs

Imagine!! Your very own personal consultant for less than **\$33** per day

For complete details on the PERCON SYSTEM, contact Glenn or Don at (519) 667-1720

The PERCON SYSTEM will provide your company with a personal consultant to help you focus on those aspects of your business that are constraining you from the success you are capable of achieving. Together, you and your personal consultant will identify, develop, and implement changes to your business processes that you always wanted or needed to do, but lacked the necessary skills and resources. With PERCON, you will have the additional expertise needed to cut costs, improve process design/flexibility, improve organizational culture, and tackle a myriad of other opportunities. For less than \$33/day, your PERCON Consultant will be yours, for the entire day, one day a month, for 12 consecutive months.

Only  
**17**  
PERCON's  
Left

### The Simple Solution to Your Complex Problems

## Become an Internship Host to an MMM Professional!

As part of McGill University's **Master of Manufacturing Management (MMM)** program, these experienced participants are required to complete a minimum 4 month project with an internship host.

We have an opportunity for internship hosts to employ 1 or 2 MMM professionals **beginning May 2003**. Their task will be to help you complete that important project which needs to get done but you don't have people on board with the necessary skills or background that can tackle it successfully.

These 2 MMM students are seasoned professional engineers (mechanical, chemical) with 5 to 10 years of hands-on experience.

To find out more about these 2 MMM students and the MMM program, or how to become an internship host, **call Glenn Black at 1-800-837-7046**