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How to Nearly Eliminate Defects: Six Sigma

Article URL
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If a factory makes 100 items and only 1 is defective, that looks like a pretty good record. But for a factory that turns out millions of items a day, or for airplanes and cars in which countless parts must all work properly, it is a different story. Even a small percentage adds up to tens of thousands of defects and complaints, and just as much money leaks away. That is why some companies set their goal not at making defects “few” but at making them “almost nonexistent.” The name that bundles this goal and its methods together is “Six Sigma.” Put simply, Six Sigma refers to a management improv