

What's Six Sigma All About?

Abstract

Six Sigma has gained considerable attention in recent years, with publicity in the media and advertisements put up by various consulting companies at levels never seen before for any quality-related methodology. Many people have been curious as to what Six Sigma is all about: Is it another management fad? Is it just hype? Is it full of statistical tools? Is it really that powerful? Can it solve long-standing quality ills of any organization? Does one have to pay through the nose to learn it?... and so on. In this talk, an overview will be given on what a layman might want to know about Six Sigma: its origin, its development, its methodology, its purpose and applications, current trends, as well as a realistic assessment of its potential and limitations. The audience will then determine for themselves the possible relevance of Six Sigma to their own organizations. The presentation will start from fundamental concepts and assumes no prior knowledge of quality management on the part of the audience.

Speaker

Goh Thong Ngee is Director, Office of Quality Management, NUS, and Professor of Industrial and Systems Engineering. He obtained his doctorate from the University of Wisconsin-Madison and was a project specialist at Lockheed Aircraft before starting his academic career. He has been active for three decades in teaching, research and consulting in the application of statistical methodologies for quality. Among various professional positions he has held are Founder President, Institute of Industrial Engineers Singapore and Former President, Institute of Statistics Singapore. A frequent invited speaker at corporate meetings and international research conferences, Prof Goh is an elected Academician of the International Academy for Quality and Associate Editor of the of the American Society for Quality's *Quality Engineering Journal*. He also serves on the editorial boards of several other research journals such as *TQM*, *Quality and Reliability Engineering International*, *International Journal of Production Economics*, and *International Journal of Reliability, Quality, and Safety Engineering*.