

Enabling our clients' success by transferring knowledge that sustains continuous measurable improvement of processes, employees, products, and services that yield positive financial results for our clients.

The Strategic Piece *to Your Six Sigma Success*



Six Sigma Qualtec

WHY SIX SIGMA?

What is Six Sigma?

Simply defined, **the Six Sigma approach identifies and eliminates defects** with a structured, data-driven, problem-solving method of using rigorous data-gathering and statistical analysis. Using Six Sigma will guide your firm to:

- *Improve Customer Satisfaction*
- *Increase Profit Margins*
- *Shorten Cycle Times*
- *Reduce Costs*



In most companies today, **the cost of poor quality represents 20% to 30% of total revenues**. The Six Sigma approach implements proven methodologies for carving out these costs while reaching world-class quality levels by focusing on breakthrough performance (improvements of 50% or more).

Six Sigma differs from traditional performance improvement programs in its focus on input variables. While traditional methods depend on measuring outputs and establishing control plans to shield customers from organizational defects, a **Six Sigma program demands that problems be addressed at the root level**, eliminating the need for unnecessary inspection and rework processes.

Six Sigma Drives Measurable Results

Financially, the first set of projects usually justifies the entire cost of the Six Sigma training. Focusing the Six Sigma tools at virtually any properly scoped project will drive savings to your bottom line.

Critical Success Factors

Six Sigma Qualtec has found over many varied deployments that five critical elements must exist to achieve the breakthrough improvements that Six Sigma can deliver.

- **Up-Front Planning**
- **Senior Management Commitment**
- **High-Quality, Full-Time Black Belts**
- **Metric System Monitoring ROI**
- **Effective Project Selection**

Examples

A **High Tech Manufacturer** found the Development Unit of a cooling system had numerous and redundant inspection steps, which were pushing costs out of line. Six Sigma was applied, reducing the number of inspection steps and eliminating redundant inspections, resulting in a **\$1,300,000 savings**.

Clients of a **Mutual Fund Company** were unable to make informed decisions because asset values on the website did not have timely updates. Six Sigma was applied, improving processes, resulting in timely updates, retention of key clients and a **20% reduction in operating costs**.

Excessive rejects at a **Glass Manufacturer** were caused due to scratches and chips created by contaminate in a critical production process. Six Sigma was applied, reducing rejects by 92%, improving line up-time by 79% and realizing **\$840,000 in annual cost savings**.

An **Accounting Department's** delinquent accounts receivable had remained above \$7,000,000 for the past 12 months. Six Sigma was applied, establishing new processes, improving cash flow and finance charges and **saving over \$350,000 annually**.

A **Rubber Manufacturer** was unable to perform fast mold changes, impacting delivery schedules and customer satisfaction. Six Sigma was applied, reducing mold change time 53% and creating **\$525,000 in sales capacity**.

ABOUT SIX SIGMA QUALTEC

The Six Sigma Qualtec Advantage

Our People Have Been There

Six Sigma Qualtec is **one of the original firms that started the Six Sigma revolution**. For more than a decade, our practitioners have been involved in building ground-floor process improvement and Six Sigma initiatives at world-class companies. All our people are highly experienced, respected and accomplished in their fields. When you engage Six Sigma Qualtec, you get seasoned practitioners who know how to produce results.

We Transfer Knowledge

Six Sigma Qualtec is unique in the industry in that **we employ a full-time, dedicated training development team**. This group uses the latest in instructional design and adult learning theory to ensure that knowledge is indeed transferred. The American Council on Education (ACE) has certified our Black Belt instructional program for college education credits. Through our training programs, **we teach people at all levels how to quantify their contributions to the business**. Our web-based knowledge management system makes these results visible to all levels of your executive team, allowing them to track progress and improvement with ease.

We Offer More Than Just Six Sigma

To achieve a culture shift focused on continuous improvement, we go beyond Six Sigma by leveraging extensive experience in a full suite of quality tools. Six Sigma Qualtec has the skills to help your team select and use the most effective tool to address the issues you are facing. Whether those are within the traditional Six Sigma framework or other process improvement techniques, **our experienced practitioners can assist you in making the right choice to get the best value**.

We Follow Through

By using Six Sigma Qualtec, you will have the advantage of our unique process that emphasizes learning, knowledge transfer and implementation. We provide the best onsite support in the industry, and our instructional materials and knowledge management system are world class. Our Account Managers have years of experience coaching executive leadership teams to manage a successful deployment. **This means our training and support services fully equip your people to achieve and sustain improvements to the business long after we have departed**.

The Six Sigma Qualtec approach for implementing Six Sigma is a rigorous, straightforward deployment of training and tools for achieving breakthrough performance, including dramatically reduced cycle times, defects and costs; significantly improved productivity, efficiency and customer satisfaction; and measurable business results.



Six Sigma Qualtec has provided services to some of the world's foremost companies

Acadia
Bechtel
Brazeway
Yell (BT Yellow Pages)
Comdata
Emerson
Fannie Mae
Flowserve
General Electric
Heller Financial
Honeywell (AlliedSignal)
Hyundai
IDEX
Jacksonville Electric Authority
Liberty Insurance Services
Lockheed Martin
McLeod USA
Mead
Medtronic
Navistar
Nokia
Northern Ireland Electricity
Owens Corning
Pennsylvania Power & Light
Pilkington Group
Public Service Electric & Gas
RR Donnelley
Samsung
Sanyo Energy
State Street Bank
Sumitomo
Wall Street Journal
Williams Energy Services



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