



## “Six Sigma - The Basic Concept”

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**S**ix-Sigma is a business management technique for improving the overall quality of products and processes by controlling the number of defects.

There is a very specific mathematical definition of the words “six sigma.” Rather than explain that definition, I will give you a description in more basic terms. Six Sigma refers to a place on the normal distribution curve that represents a very low probability event.

In reference to quality control, Six Sigma sets the specifications such that a failure, to meet these specifications, is a very low-probability event.

If you look at the normal distribution curve, you will see, visually, that six sigma (6 standard deviations) is located very far to the right. Conceptually, think of it this way: if you create a million products, most of them will be of average quality and when the quality is measured, they will cluster around the center of the graph.

Some of them will be of higher quality and will appear to the right; others will be of lower quality and will appear to the left. A very few will be of exceptional quality and will fall at the 4 or 5 sigma position, and conversely, about the same exceptionally poor products will be positioned at these negative values.

By specifying the minimum quality of a product or service at six sigmas, you are essentially guaranteeing that the quality is very high.

In numerical terms, this sets the bar very high for quality: to achieve six sigma, there must be no more than 3.4 failures (defects) in a million



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replications of a product or service. If your business is in trouble, you should consider implementing techniques such as Six-Sigma to help get things back on track.

To learn more about business turnaround, order Andre's turnaround book directly from Amazon.com, or get details here:

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Andre Larabie is a published writer and successful business coach. Get a free excerpt from his book on commercial debt reduction at:

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### **About The Author**

André Larabie, PhD, is distinguished for his expertise in Teaching, Coaching, Business Turnaround and Consulting, Commercial Debt Resolution, Consumer Debt Collection, Mediation and Arbitration. He has owned and operated 2 collection agencies, a Factoring Organization, and a Business/Management Consulting Practice in both the USA and Canada.

Dr. Larabie has authored many college-level publications in Canada, including the following Doctorate Dissertations: "Starting a Factoring/Financing Company," "The Opening of a Business College," and "The Psychological Ramifications of Online Education."