



Six Sigma Service, Volume 1

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Six Sigma goes in to the details of improving customer service, generating business expansion, and gaining knowledge about the service sectors business processes. Most service industries revolve around areas of finance, human resources, and sales and marketing. Hence, Six Sigma delves deeply into the subject of soft skills. Six Sigma can be applied to a company that provides housekeeping services. Firstly, the companies working processes would need to be understood. Using the DMIAC method or the define-measure-improve-analyze-control method, Six Sigma can definitely implement quality in any industry. As the main aim of this methodology is to reduce defects, the first step would be detecting the particular defect. Secondly, data will be collected to observe how, why, and how often these defects occur. Next, the Six Sigma team implements an outstanding-employees method of working as the normal method for all employees. Finally, new employees are taught the correct techniques.

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