



SIX SIGMA and ISO Are Geared to Quality

Drive the Choice

It should be “either or maybe and” when asked if it is best to choose only one of the available performance improvement tools. To ensure the overall future development and success of an organization, you need a systems approach, and where you begin depends on what your organization needs.

Makes the Difference

Although all two are geared toward quality measurement systems, ISO 9001:2000 registration, and Six Sigma each offer a different emphasis in helping organization improve performance and increase customer satisfaction. But, both of them are complementary.

Six Sigma and ISO Complementarity's

Six Sigma	ISO current tools
Implement or lean Six Sigma is a 5-phase discipline for improving business processes. These phases are typically represented as Define, Measure, Analyze, Improve and Control.	ISO 9001:2000 based management systems provide a necessary prerequisite to lean Six Sigma. This international quality standard requires business to define their processes and establish effectiveness metrics and targets for those processes. With ISO 9001 in place Six Sigma projects can be more readily identified.
Six Sigma has the goal of breakthrough improvements in quality, customer satisfaction, cash flow, and the bottom line	Tools such as process control, process capability, reduction of variation, and corrective and preventive action requirements in ISO 9001:2000 and ISO/TS focus on incremental, continuous improvement. Such tools are key elements of the Control Phase of Six Sigma implementation, enabling companies to “hold the gains” made by project teams, as well as continuing to improve the targeted process.
Six Sigma utilizes highly focused problem solving and problem prevention tools, as well as statistical and lean manufacturing strategies, to achieve its goals.	Tools such as the 8D and 7D problem solving processes, measurement of customer satisfaction, benchmarking, workplace cleanliness and organization (5S), synchronous flow. FMEA, control plans, and SPC (as required in ISO/TS 16949 and QS 9000) are key elements of lean Six Sigma.