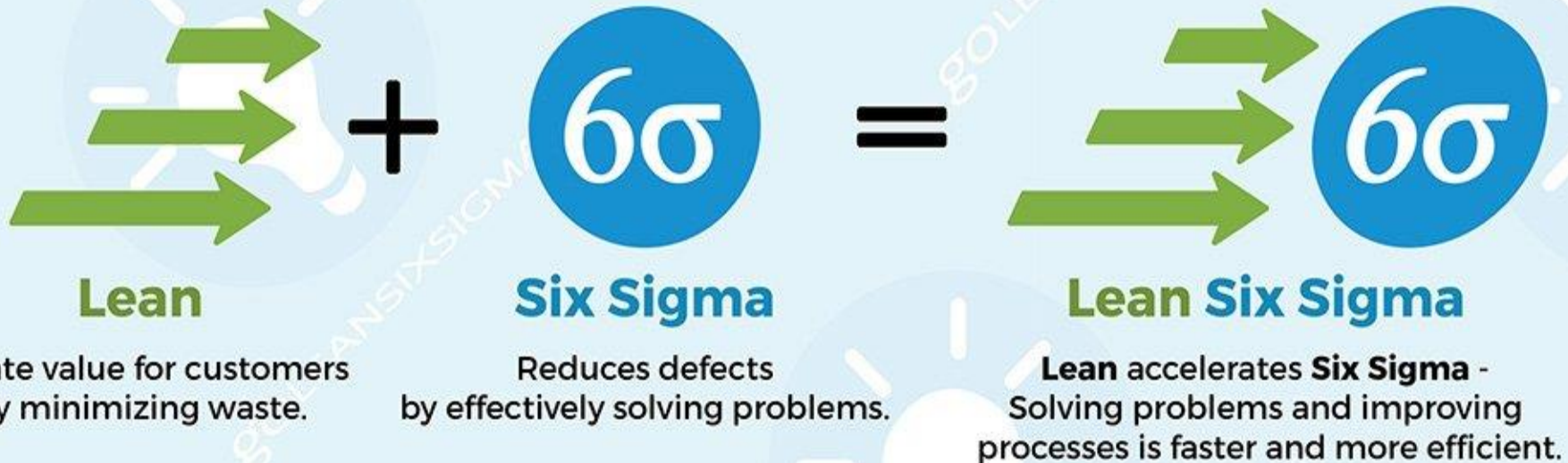


INTRODUCTION TO LEAN SIX SIGMA



WHAT IS LEAN SIX SIGMA?

What Is Lean Six Sigma?



DEFINISI:

Suatu methodology untuk meningkatkan mutu proses dan produk/ jasa yang berfokus pada **mengeliminasi pemborosan dan mengurangi variabilitas** dengan menggunakan methodology DMAIC (Define, Measure, Analyze, Improve & Control) untuk memuaskan pelanggan

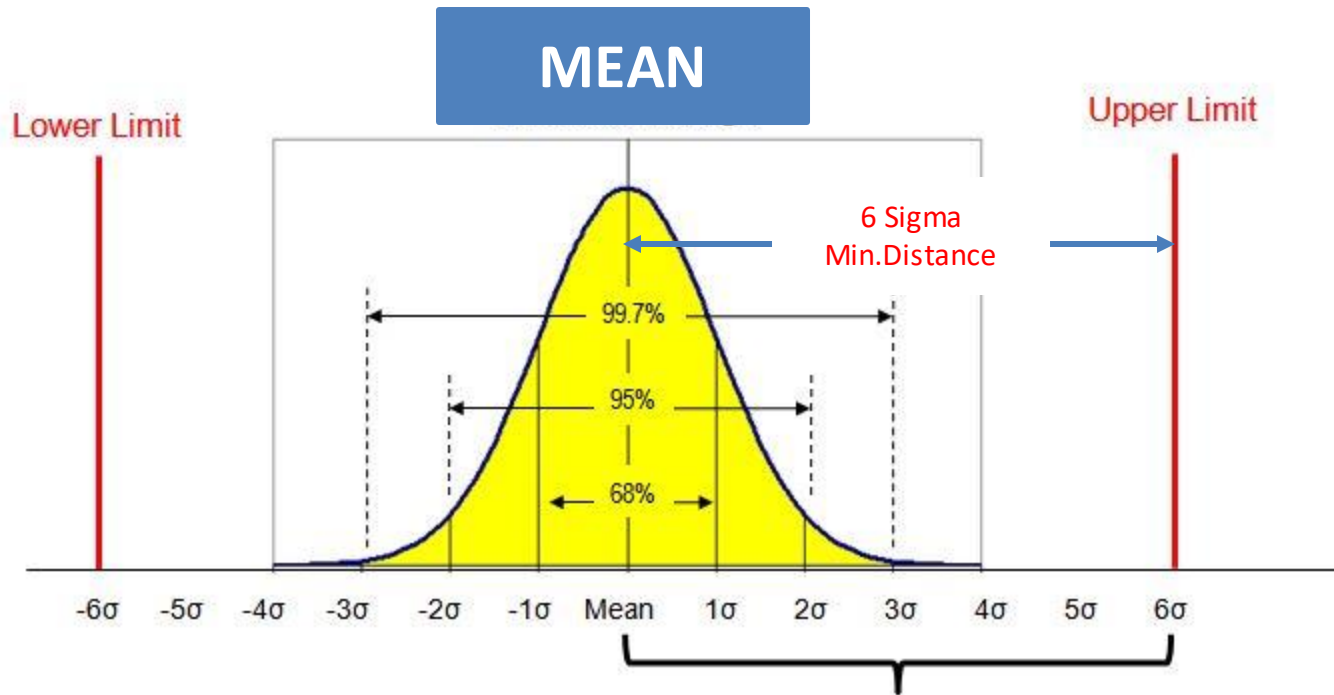
SIX SIGMA QUALITY

Tingkat mutu dimana hanya terdapat 3.4 defect dari sejuta peluang (3.4 defect per million opportunities/DPMO)

Sigma Level	Defects per Million	Yield
6	3.4	99.99966%
5	230	99.977%
4	6,210	99.38%
3	66,800	93.32%
2	308,000	69.15%
1	690,000	30.85%

DPMO : Defect per Million Opportunity

Six Sigma Level

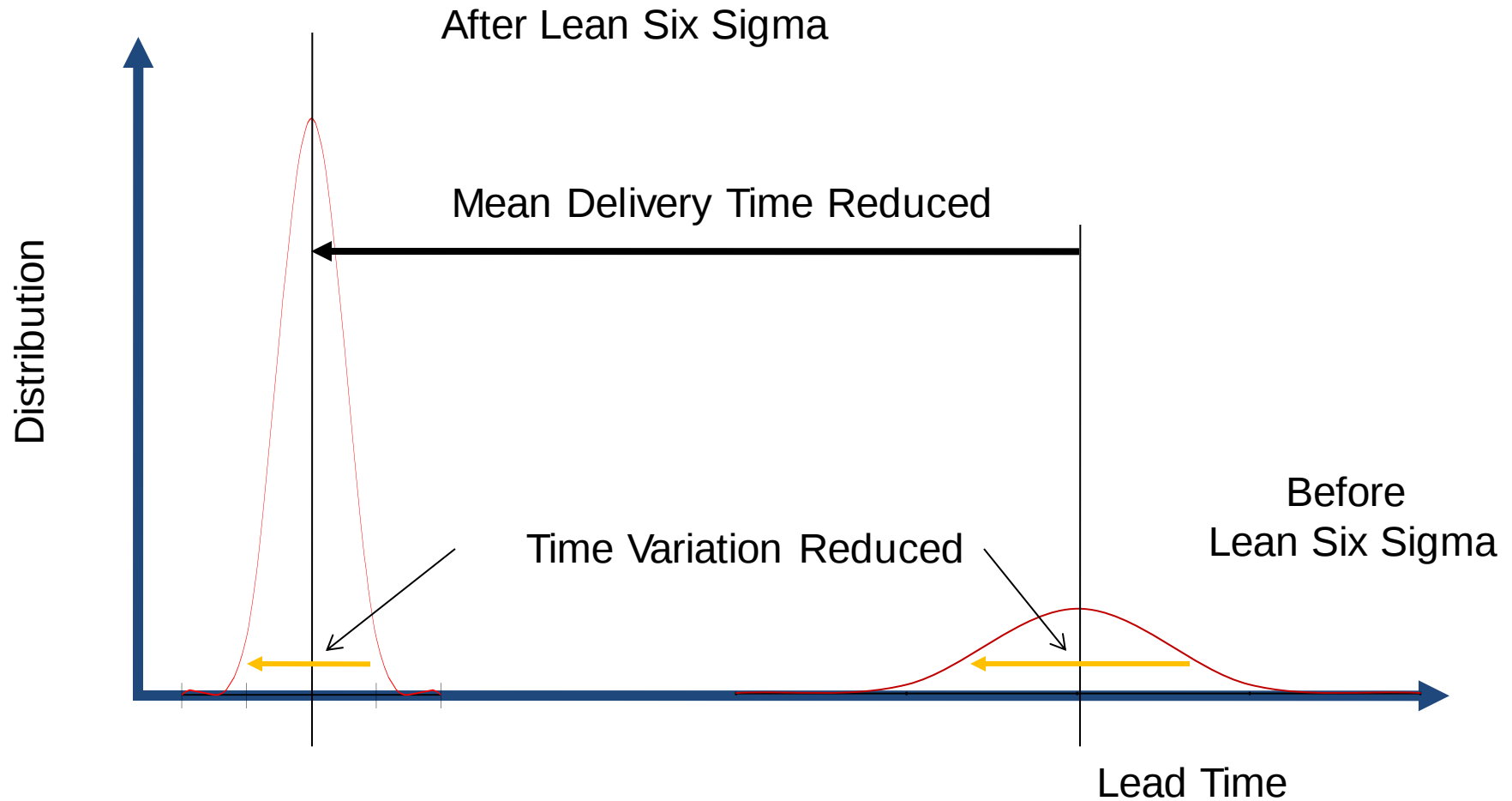


Six Sigma memiliki setidaknya 6 Standard deviasi antara Mean dan Spec Limit terdekat

7 WASTE in SERVICES



HASIL LEAN SIX SIGMA



LEAN SIX SIGMA METHODOLOGY

Six Sigma: DMAIC



Define

Define the problem.



Measure

Measure current process



Analyze

Identify the cause of the problem.



Improve

Implement and verify the solution.



Control

Maintain the solution.



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