

**SIX** THINGS TO KNOW ABOUT THE HISTORY OF SIX SIGMA

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**THE HISTORY** OF SIX SIGMA



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Concept Learning Centre

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### 1. IT HAS **BEEN AROUND** *AWHILE*

- SIX SIGMA IS NO FAD! ROLL OVER THE TIMELINE FOR DETAILS. SIX SIGMA IS NO FAD! ROLL OVER THE TIMELINE FOR DETAILS.
- **1986** MOTOROLA INVENTS SIX SIGMA  
Committed to the continuous advancement of Six Sigma, Motorola's Six Sigma experts are invited to contribute their experience and insights.
- **1987** MOTOROLA SETS FIRST AMBITIOUS SIX SIGMA GOALS  
Motorola sets the goal of reaching the level of Six Sigma, or no more than 3.4 defects per million opportunities.
- **1988** MOTOROLA RECEIVES THE MALCOLM BALDRIGE NATIONAL QUALITY AWARD  
Motorola's efforts are recognized by the Malcolm Baldrige National Quality Award, highlighting the organization's commitment to its customers and quality.

## **SIX** THINGS TO KNOW ABOUT THE HISTORY OF SIX SIGMA

- **1991** MOTOROLA CERTIFIES FIRST SIX SIGMA BLACK BELTS  
Motorola introduces the first Black Belts internally as highly trained Six Sigma specialists.
- **1992** OTHER LEADING ORGANIZATIONS BEGIN TO ADOPT SIX SIGMA  
Six Sigma is adopted beyond manufacturing by many prominent companies in industries from financial services to transportation to hi-tech.
- **2002** THE NEW SIX SIGMA  
Six Sigma evolves from a metric, to a methodology, to a management system for driving business results. Motorola wins the nationally recognized Malcolm Baldrige National Quality Award for the second time.
- **2003** MOTOROLA CONTINUES TO INNOVATE USING SIX SIGMA  
Motorola renews its Six Sigma efforts with new advancements and restructured deployment.

## 2. IT ALL STARTED HERE, AT **MOTOROLA**

- In the 1980s, **Motorola CEO Bob Galvin** was struggling to compete with foreign manufacturers.
- When Senior Sales Vice President **Art Sundry** admitted that "our quality stinks," Bob and Art set a goal of tenfold improvement in five years.
- Their plan focused on global competitiveness, participative management, quality improvement, and training.
- Quality Engineer **Bill Smith** coined the improvement measurements as "Six Sigma." Training was deployed for all employees, and Six Sigma became the standard for all business processes.

### **3. IT'S A STORY ABOUT EVOLUTION**

- After Motorola won the prestigious Malcolm Baldrige Quality Award, others were eager to learn about Six Sigma. Motorola leaders travelled the world teaching Six Sigma to other organizations. As Six Sigma evolved, so did the benefits.
- In the early days, benefits were operational, and the focus was on defect reduction and cycle time improvement.
- Today, companies use Six Sigma to grow market share, improve customer retention, develop new products and services, accelerate innovation, and manage changing customer requirements.

**4. IT CHANGED  
EVERYTHING**

- Six Sigma has come a long way from its roots as a way to reduce defects!
- When first introduced at Motorola, Six Sigma was used extensively to improve product quality, mostly in manufacturing settings. Building on these beginnings, Motorola reinvented Six Sigma to move beyond defects and focus more on strategy execution and value creation.
- While the old Six Sigma was just a metric, the new Six Sigma is a management system for running the business on a day-to-day basis.

**5. IT TOUCHES  
EVERYONE**

- Initially designed for improvements in manufacturing environments, Six Sigma now reaches well into every industry, from Financial Services to Health Care to Hospitality.
- Initially on the assembly line, Six Sigma is now implemented at every level, from VPs to quality managers to software engineers, and in every process, from Customer Service to Human Resources to Accounting.
- Originally introduced in the United States, Six Sigma has spread to many countries around the world, from India to Ireland to Spain.

**6. IT'S HAPPENING  
NOW**

- SIX SIGMA CONTINUES TO EXCEED EXPECTATIONS! ROLL OVER THE TIMELINE FOR DETAILS.
- **1999** MOTOROLA UNIVERSITY OFFERS SIX SIGMA CONSULTING & TRAINING SERVICES  
Motorola extends beyond its own value chain to help organizations of all shapes and sizes meet their objectives for continuous business process improvement.
- **2002** MOTOROLA UNIVERSITY OFFERS GREEN BELT & BLACK BELT CERTIFICATION  
Motorola trains thousands of Six Sigma green belts and black belts every year, certifying that they are proficient, competent, and skilled.

## SIX THINGS TO KNOW ABOUT THE HISTORY OF SIX SIGMA

- **2003** MOTOROLA LAUNCHES A SIX SIGMA RENEWAL ACROSS THE COMPANY

With costs of poor quality spinning out of control, Motorola rejuvenates its efforts and revamps the Six Sigma approach with powerful, new practices, insights, and advancements.

- **2004** MOTOROLA'S SIX SIGMA EFFORTS ARE REWARDED AGAIN

Six Sigma helps Motorola achieve 42% revenue growth and an increase of 257% in earnings per share over the previous year's first quarter performance!

- **2005** MOTOROLA EXPERTS SPEAK AT INTERNATIONAL CONFERENCES

Committed to the continuous advancement of Six Sigma, Motorola's Six Sigma experts are invited to contribute their experience and insights.

## **SIX** THINGS TO KNOW ABOUT THE HISTORY OF SIX SIGMA

**SIX SIGMA...**  
***WE LOVE IT, TOO.***

 <p><b>Concept Learning Centre</b></p> <p><i>Learn... Live... Lead</i></p>	<p><b>Nital Zaveri</b> Six Sigma Black Belt - ISI Sr. QMS Consultant - QCI-NRBPT Lead Auditor ISO 9001-IRCA, UK</p> <p>(m): 93770 55941 (p): 91-265-2466401, 3012419 (f): 91-265-2466401</p> <p>E-127, 128, Vrundavan Township, Harni Road, Vadodara - 390 006, INDIA.</p>
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