



Six Sigma Business Scorecard : Creating a Comprehensive Corporate Performance Measurement System

Praveen Gupta, A. William Wiggernhorn

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Six Sigma has become a widely recognized strategic tool to improve business performance and profitability. Many books cover basic Six Sigma concepts, but none detail the most critical element of its improvement methodology: performance measurements. Without a strong grasp of performance metrics, a company can have no clear, quantitative indication of its quality improvement. "The Six Sigma Business Scorecard" is a unique approach to measuring performance. It allows companies to track their improvements in quality and profitability - and make adjustments if such improvements are not up to expectations - while implementing Six Sigma. Without a comprehensive performance measurement strategy, your company can't hope to reap the many benefits of Six Sigma. This guidebook will show you how to implement a successful, statistically rigorous Six Sigma program. It provides numerical methods for evaluating a corporation's Six Sigma success (or lack thereof). It is written by an author with twelve years teaching experience at Motorola University. It builds on the recognized Business Scorecard approach.

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