



Six Sigma (German Edition)

Assi Rutzki, Ediz Demirkapilar, Ihab Taha, Elena Koneva

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Studienarbeit aus dem Jahr 2006 im Fachbereich BWL - Beschaffung, Produktion, Logistik, Note: 2,0,
Hochschule für Technik und Wirtschaft Berlin, Veranstaltung: Produktionsmanagement, 8 Quellen im
Literaturverzeichnis, Sprache: Deutsch, Abstract: Jack Welch, CEO von General Electric (GE) in den Jahren
1981-2001, beschreibt in seiner Biographie Six Sigma wie folgt:“... Six Sigma [dient] dazu, das Management
zu verbessern, indem es den Managern Werkzeuge zur Lösung schwieriger Aufgaben an die Hand gibt. Der
Kerngedanke von Six Sigma kann ein Unternehmen auf den Kopf stellen. Dieser Kerngedanke lautet, dass
sich das Unternehmen auf den Kunden konzentrieren muss“. 1 In dieser Hausarbeit werden wir einen
Überblick über die Six Sigma-Methode geben. Im ersten Kapitel definieren wir die Methode, beschreiben
ihre Geschichte, stellen die zentralen Anforderungen zu ihrer Einführung dar und erläutern wesentliche
Unterschiede zwischen Total Quality Management (TQM) und Six Sigma.

Die Six Sigma-Methode wird grundsätzlich auf zwei Ebenen betrachtet, und zwar auf Unternehmensebene
und auf Projektebene. Im zweiten Kapitel stellen wir auf Unternehmensebene den sogenannten Six Sigma-
Wegweiser dar und beschreiben die Hauptkomponenten der Methode. Im anschließenden Kapitel erläutern
wir auf Projektebene die zentralen Akteure und verknüpfen sie mit dem Beispielunternehmen General
Electric. Ferner stellen wir in diesem Kapitel zwei idealtypische Herangehensweisen in einem Six Sigma-
Projekt dar. Abschließend fassen wir unsere Erkenntnisse in einem Fazit zusammen. [...]

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