

MFG 391R
Winter 2007

Reading Article 3 of 3
Due: Friday, March 2 at class

1. Go to www.motorola.com/motorolauniversity.jsp and take the six free online lessons (6 minutes each module) and answer the following:

1. State 4 of the 6 reasons leaders love Six Sigma and give an example of one of the reasons.

2. Why can over-emphasis on Rigid Approach and Technical Tools cause Six Sigma to fail?

3. Give two examples of companies using Six Sigma. The two examples cannot be from the same industry.

4. Complete this sentence: "While the old Six Sigma was just a _____, the new Six Sigma is a _____."

2. Go to www.isixsigma.com/library and link on the article, "Learning to Think: Six Steps with Review Points" by Prodeep Mahalik, August 21, 2006.

Write 1-2 paragraphs on the thesis: "Value is determined by the customer"

Problems, questions?

Paul Olsen
polsen@mep.org