

Quality Management System

Some Options

BALDRIGE

SIX SIGMA

& ISO

What Makes the Difference?.....

- Baldrige Criteria for Performance Excellence,
- ISO 9001:2000 Registration, and
- Six Sigma

each offer a different emphasis in helping organization improve performance and increase customer satisfaction.

Six Sigma....

- ☛ Concentrates on measuring product quality and improving process engineering.
- ☛ Drives process improvement and cost savings.

ISO 9001:2000 Registration

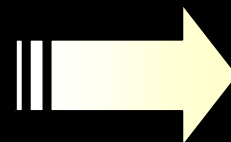
- Is a product/service conformity model for guaranteeing equity in the marketplace.
- Concentrates on fixing quality system defects and product/service nonconformities.

Baldrige Criteria for Performance Excellence

- Focus on performance excellence for the entire organization in an overall management framework
- Identify and track all-important organizational results; customer, product/service, financial, human resource, and organizational effectiveness.

Baldrige 1996 Recipient

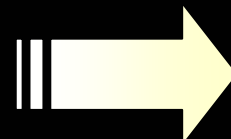
“You need an overall organizational approach if you are looking for guidance in how to link the product approach with such organization functions as strategic planning, customer satisfaction, and staff and supplier satisfaction.”



*April Lusk,
Director of Quality for
Trident Precision Manufacturing, Inc.*

ISO addresses system that have direct influence in product quality and customer satisfaction, without suggesting tools for analysis, prioritization, and evaluation.

Although Baldrige, **Six Sigma**, and **ISO** are different, but can be compatible, each may have a place in the management system of a successful organization.



*General consensus
among practitioner*

Process Versus Procedure

☞ A procedure...is a series of steps. When you have completed the steps, you have completed the procedure. This is the only guarantee of a procedure. It is unrelated to the ostensible objective of the procedure.

☞ *A process, on the other hand, has principles that contribute to an objective. Everyone involved must understand and look at the contribution to the objective and use the principles to guide him rather than following them blindly as in a procedure.*