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Critical Success Factors of Six Sigma

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Abstract: Six Sigma has been applied in manufacturing plants all over the world in a search for performance enhancement, quality improvement, cost reduction and competitiveness increases. We have seen through our experience in the Twin Plants-maquiladoras, that Six Sigma projects commonly do not provide the expected benefits and with higher costs, also there is in the literature evidence confirming that fact. While reviewing the literature in the search of the effectiveness factors, there is a wide diversity of factors without appreciable agreements. This paper is about the critical success factors of Six Sigma and the ones observed in the twin plants of Ciudad Juárez, México, those factors are determined and commented their relative importance.

Keywords: Critical Success Factors, Six Sigma