

## SIX SIGMA in Education: FAD or Reality??

Dheeraj Mehrotra (MS, MPhil), National Awardee)

Head, TOM in Education Department,  
City Montessori School & Degree College, Lucknow, INDIA

Quality is the culture of demand and education as an industry today has mushroomed from over the years to a mega segment for profit making and learning to earn for more. The essence of Quality demands commitment and as one of our Quality Gurus, Jagdish Gandhi, the Founder of the Worlds' Biggest School, CMS, Lucknow, INDIA and the awardee of the UNESCO Peace Prize, says, the mantra has to be Catch Them Young and Innocent. There is a time now to encapsulate the art and cult of this routine otherwise job of the academicians. We need to evaluate our system of educational and of course the education process to produce best of Quality and Quantity being faced by two customers the Parents and the Students' the ultimate. Talking of Six Sigma, the phenomenon of Zero Defect to negligence of the theory of 3.14 per million, sounds far fetched.

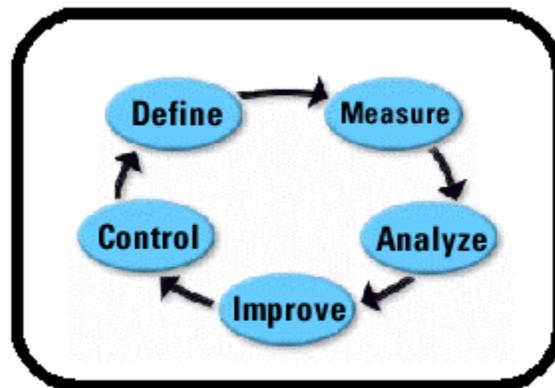
It is good to agree and comment of the fact that the very business of education today is just that—a business. It focuses more today on the bottom line and it is important to stay on the competitive edge for all of its customers—from the students and their parents to the faculty, staff, and donors, as well. At the same time it needs to be considered of the view that the act of education also has a greater accountability today. This means that installing quality improvement across the board is more important today than ever before. It is important from both the business and academic sides. A quality improvement program can improve all areas of education.

**Six Sigma in education is a Quality Philosophy. It's a philosophy that talks about attainable short-term goals while striving for long term objective. Our mission to have a Total Quality Person (TQP) with a vision that Every Child is Potentially the Light of the World and a Pride of the Human Race**

As of a common layman point's of view, in education, Six Sigma pertains to improving the quality of matter taught, the character generated of the pupils, and the quality of study and school life. With the revolutionary usage of audio-visual devices, like projectors, video conferencing, etc., the students can also be asked to write papers on a particular subject and after the presentation of papers, a discussion can take place on the respective subject. Under this method of imparting knowledge of literacy with quality, the thinking, writing and presentation skills of the students can be kindled. In addition, the existing method of quality improvement through SQCC (Students Quality Control

Circles) have created the value based concept as a simile for the Six Sigma standards. It infuses a spike of excellence, emotional development, humaneness and self discipline. The fact lies with the acceptance of the novice ideas by the school principals and the decision makers of how to install and implement the cause of Education to make it the need of the hour by implementing the best media possible to laminate the success of each and every child, making them Good and Smart. The mission should be to Make Every Child a Gift of God to Mankind and A Pride of the Human Race.

The six sigma implementation evolves around the following:



Here lies Six Sigma: The culture of Six Sigma suggests a work environment and quality of work life where everyone in the company desires to achieve the Six Sigma target, to increase customer satisfaction, to increase efficiency, to lower costs and to improve profitability. This culture provides an important and continuing focus to management. The Six Sigma quality concept penetrates – applying to all processes within a company – whether ‘defective’ means an out-of-spec time coming off a production line, the amount of ‘re-work’ in a batch of a product, a document with a misprint, or a late delivery time. The implementation in the educational arena requires the teachers to be considered ‘employees’, or the workforce in general. The customers tend to be the parents who pay the fees and want quality in return of the good result of their wards. This is the time when we need a new defined definition of PARENTS as no more as stake holder but a part of the organisation as we need to be dependent on them of feedback and change in the work culture at schools to give them more of satisfaction, delight and out of the most getting them Zapped !.

DEFINE:

This phase involves the definition of the project/assignment, using process map, application area, desired improvement, likely benefits, etc. The importance lies in having the chance of a high successful delivery of better quality and saving costs in totality. In the context of academic strata, the failures include identifying and defining the problem. Projects may include real life problems such as *distractions in the classroom*, for example.

#### MEASURE:

This phase involves the analysis of the process to determine its present state and the future, as obtained. Data collection is the main emphasis of this phase.

#### ANALYSE:

This phase involves the data analysis for identification of parts of process which affect the quality of the problem.

#### IMPROVE:

This phase adds to the process to find a permanent solution to the problem. This may involve better forecasting, better scheduling, better procedures or equipment, specifying teaching techniques, work environment for the teachers, and school campus quality life.

#### CONTROL:

This phase involves the process of closing the problem by putting in the right procedures and management statistics.

This if well treated as an industry is bound to get profit in bringing out Quality Results of Wonderful and Campus' Envy students with a heavy demand for them. Taking an issue of "HOW TO AVOID DISTRACTIONS IN THE CLASSROOM ?" would sum up as a good though novice idea to start the inception and manipulation of eradication of problems within a school. Six Sigma works here

## Thank You for previewing this eBook

You can read the full version of this eBook in different formats:

- HTML (Free /Available to everyone)
- PDF / TXT (Available to V.I.P. members. Free Standard members can access up to 5 PDF/TXT eBooks per month each month)
- Epub & Mobipocket (Exclusive to V.I.P. members)

To download this full book, simply select the format you desire below

