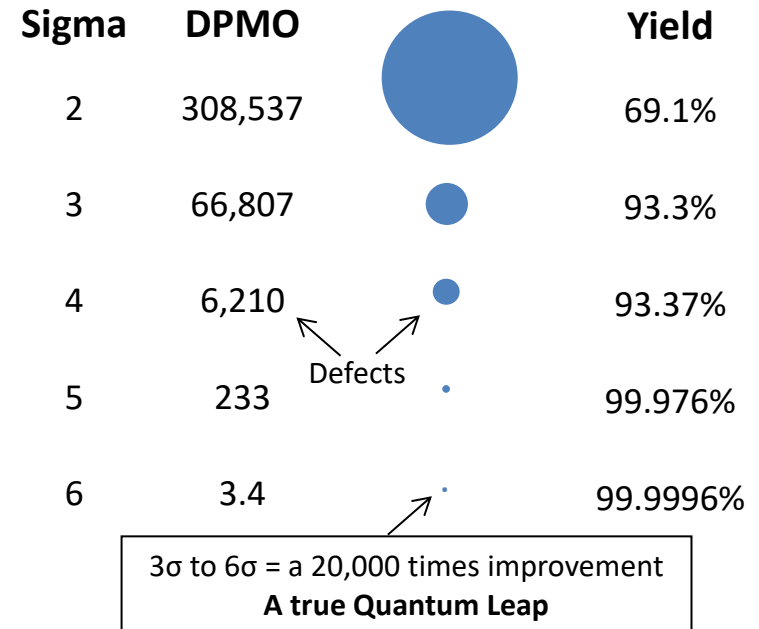


What is Six Sigma

Six Sigma Level	Defects Per Million Opportunities (DPMO)	Cost of Poor Quality
2	308,537	Not Applicable
3	66,807	25-40% of Sales
4	6,210	15-25% of Sales
5	233	5-15% of Sales
6	3.4 (World Class)	<1% of Sales

Each sigma shift provides a 10% net income improvement.



Practical Meaning of Process Performance

	99% Good (or 3.8σ)
Postal System	20,000 Lost Articles of Mail / Hr
Airline System	2 Short/Long Landings / Day
Medical Profession	200,000 Wrong Prescriptions / Yr 5,000 Surgical Errors / Wk
Municipal Utilities	Contaminated Water 15 Min / Day
Restaurant Bills	83 Incorrect Checks / Lifetime

	99.99966% Good (or 6σ)
	7 Lost Articles/Hr
	1 Short/Long Landing / 5 Years
	68 Wrong Prescriptions / Yr 1.7 Surgical Errors / Wk
	Contaminated Water 1 Min / 7 Mo.
	<1 Incorrect Check / Lifetime