

Scientific Method and Alternate Approaches for Improving Business Processes

Abstract:

Many organizations are implementing *Six Sigma* (6s) initiatives or other initiatives to improve organizational performance, including non-manufacturing processes. This article contains observations on various improvement strategies, including *Scientific Method* initiatives, and their strengths, weaknesses, and particularly their utility when used on non-manufacturing processes.

Introduction

Many organizations became increasingly efficient in the 1990's. The reasons included global competition, potentially enhanced profits and survival. The methodologies included new technologies, lean manufacturing, various quality initiatives such as Six Sigma, and because they *wanted* to.

Quality initiatives, labeled such things as Total Quality Control, various problem-solving methodologies, and Six Sigma, certainly played a role in this revitalization.

In our experience, it is impossible to tell exactly what a particular approach entails by its name or even description. However, these approaches can be characterized and their advantages and disadvantages discussed, and their probability of success considered. In this paper we do so.