

# Continuous Improvement Initiatives: The Sigma Science<sup>1</sup> Methodology

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## Abstract

Most companies recognize the importance of continuous improvement on the sustainability of the organization. Continuous improvement of all facets of the organization: product performance, customer satisfaction, profits, the individuals employed therein, etc. Continuous improvement implies change! There exists a plethora of methods and models for driving continuous improvement. The model or strategies used to deploy the initiatives vary from organization to organization. In reality, there are as many strategies as there are companies implementing these initiatives. The concepts and tools also vary across organizations. It would be unreasonable to think a single deployment strategy would be effective across all organizations just as it is to argue only one set of tools is needed regardless of process or product. **There is no one strategy that can possibly be optimal across all companies or even across all divisions or plants within a company.** Each type of deployment strategy has its own set of potential burdens and contributions to the organization. Regardless of the initiative, sustainable change requires many things. Below is a short list of elements required for successful deployment of any initiative:

- An organization willing to accept the change
- Enlightened and motivated leadership
- Alignment of metrics and goals across the organization
- Excellent communication of the intent of each initiative
- Critical mass of technically competent individuals
- Successful application of the methodology (credible success stories)

In this paper, I describe deployment of the Sigma Science methodology. A methodology I have developed and refined over the last 35 years.

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<sup>1</sup> Sigma Science is a registered trademark