

# 8 European Six Sigma Club

Although it is not officially a Six Sigma company, Philips became a member because the BB-drive at the Lighting division and the BEST program for the entire Philips organisation show enough overlap with the Six Sigma programs of the other member companies.

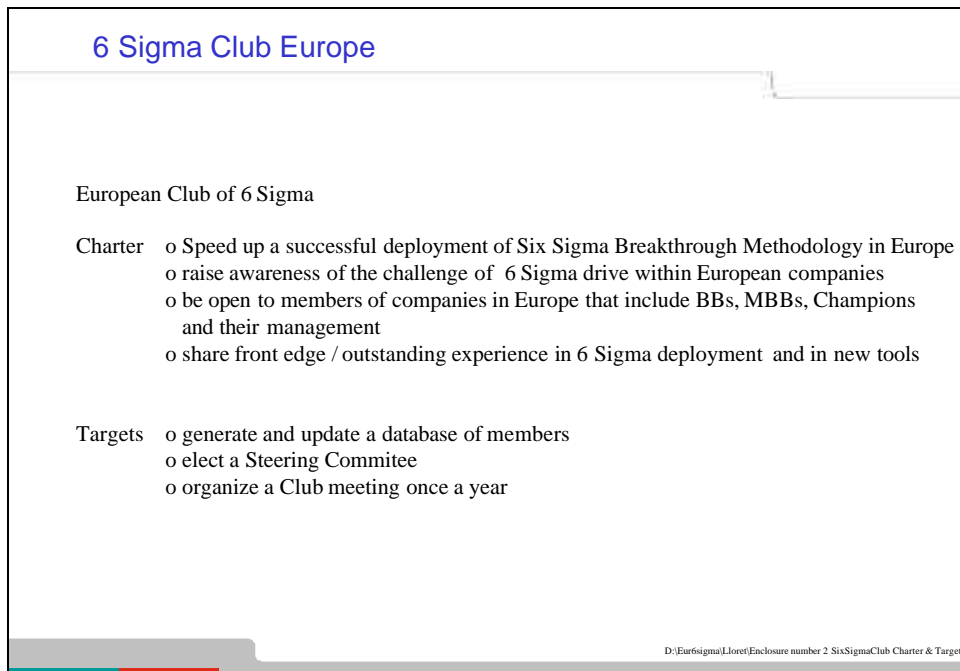


Fig. 8.1

*Charter and Targets of the European Six Sigma club*

Fig. 8.1 shows the charter and targets of the club.

In this chapter a short overview is given of the history of the club in section 8.1. The conclusions formulated at the end of the first conference are listed in section 8.2. In section 8.3 the conclusions from the second conference can be read. Most important decision has been to enlarge the club in principal to more than the existing members.

## 8.1 EUROPEAN SIX SIGMA CLUB HISTORY

Kjell Magnusson is considered the father of the European Six Sigma Club, because he initiated since 1994 small meetings between a group of persons, from ABB and outside, interested in Six Sigma. Those meetings, structured as small progress meetings (ABB and Ericsson Quality Management Institute) and company meetings for Black Belt, were repeated each year; the number of participants and the amount of interest increased every year.

Some of the participants of the mentioned meetings, who attended the April 1998 Six Sigma Houston meeting, were interested to take a step further with those Six Sigma meetings and elaborated a “Draft of a Proposal” which was discussed during the Zurich meeting June 1998.

### **Some notes of the “Draft of a Proposal”**

#### ■ **Introduction & some initial thoughts**

Due to the need to enhance and spread the knowledge of Six Sigma as a business improvement tool within Europe and European companies, the Six Sigma core team sees the need to hold an annual meeting where the main Six Sigma topics are discussed.

During last few years a meeting was held with a limited number of participants and no information to the media.

1999 Six Sigma meeting was intended to be a first Six Sigma meeting with a higher level of ambition compared with previous ones, and this meeting ought to be followed by yearly meetings.

#### ■ **Targets**

- Raise of management awareness for Six Sigma potential to improve business
- Create a Six Sigma network, including Black-Belts and coaches
- Best practice sharing of Six Sigma experts in Europe, new ideas for successful Six Sigma implementation

#### ■ **Some key aspects**

- Estimated number of participants: 200 persons
- In order to be able to organise a high level meeting without resources problems or pay back risk a sponsor must be found for each yearly meeting.
- In order to have enough time to organise the meeting properly the conference, maybe, ought to be postponed to October 1999.
- Management magazine will be invited and asked to publish Six Sigma news
- CEO to open the session
- Core team for the conference to be agreed and assigned
- Basically two groups of topics to be included:
  - common topics where human and strategic aspects and results are raised
  - specific topics where more technical and specific information is handled in detail. Oriented to contribute with knowledge to help BB and coaches to progress.
- This conference is to be repeated every one or two years.
- Two-day conference
- A “ladies” program to be included
- Date near to week-end in order to allow participants to stay in Barcelona for amusement.
- Some well-known politician or gold medal winner at Olympics to hold speech during dinner.

#### ■ **Possible key speakers** (to be decided during next core team meeting):

- Consultant from Allan Brache Group, Process Improvement
- Consultant from Goldratt Institute: Theory of Constraint
- Politicians to make a speech in the evening, during dinner
- Alternative: invite a speaker who has participated in the Olympic games, discapacitados
- Each participant's company will be offered to make a presentation of their “best practices”
- Balanced score card, including Benchmarking
- How to integrate Six Sigma with EFQM
- Regression analysis
- Advanced DOE, Sim Factory
- Robust design

- DOE, the more simple catapult exercise
- How to implement Six-Sigma at a strategic level (case from some company to be presented), some strategic results reached
- Six-Sigma success story at operation level (case from participant, customer or supplier)
- Six Sigma measurements, random variation and no random variation
- Short time cost savings with Six Sigma
- Why is statistic thinking a must?
- How to assure that statistics is utilised at a wide basis and as a daily work?
- How to combine Six-Sigma with ISO 9000 (especially for measurements) in order to strengthen both tools?
- Six Sigma and process improvement.

■ **Additional candies**

Near to the big conference room we will offer consultants companies to exhibit their services, publications and books.

Minitab

Goldratt

Six Sigma

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■ **Core team members**

It is to be agreed the persons who want to participate in the core team. During our meeting we mentioned following persons:

Willi Kotte

Peter Rudberg (organiser)

Kjell Magnusson

Jonas Williamsson

Greg Kinsey

Eric Halder

Carlo Sassi

To be proposed: experienced BB trainer from PC-Systems

■ **What do the BB expect from the meeting?**

- 60% of best practice shearing
- 30% of knowledge to their progress
- 10% ???????

**Result from the Zurich meeting was the First European Six Sigma Conference**

Date: October 8<sup>th</sup> & 9<sup>th</sup> 1999

Location: Varese

Sponsor: Whirlpool

## **8.2 CONCLUSIONS FIRST EUROPEAN SIX SIGMA CONFERENCE\_VARESE (ITALY), OCTOBER 8<sup>TH</sup> & 9<sup>TH</sup> 1999**

### ■ **Main lessons learned**

- How to improve in non-manufacturing areas (gets facts in place)
- Commitment & involvement of middle management
- Six sigma is a structured problem solving method
- Go for simple project at the beginning
- Thought mapping before acting
- Six Sigma can be used for a very wide purpose
- Six Sigma is a common language

### ■ **What to do next**

1. Collect examples for no manufacturing process
2. Spread best practices within the Club
3. Enhance culture aspects of Six Sigma for a Group of people
4. Enhance technical aspects of Six Sigma for another Group of people
5. Inform about failures

### ■ **How to do that**

- a) Distribute e-mail and addresses within the members
- b) Assign somebody to be a kind of “call centre”
- c) Organise a second European Six Sigma Conference
- d) Organise other small meetings for specific topics

### ■ **Reference persons**

<i>Kjell Magnusson</i>	ABB
Willi Kotte	Siemens
Gilbert Hirtz	Allied Signal
Carlo Sassi	Whirlpool
Göran Lande or Ola Johansson	Ericsson
Marion Post <sup>1</sup>	Philips
Jonas Williamsson	Sincotron
Peter Rudberg	Rudberg Sistemas Empresariales

## **8.3 CONCLUSIONS SECOND EUROPEAN SIX SIGMA CONFERENCE LLORET DE MAR (SPAIN), OCTOBER 5<sup>TH</sup> & 6<sup>TH</sup> 2000**

After remembering our history, which is summarised in **section 8.1**, participants of the Conference discussed and agreed following:

### **Topic 1: Members of the Club**

Until today the membership was limited to following companies:

ABB  
Allied Signal  
Siemens  
Whirlpool  
Philips

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<sup>1</sup> Marion Post made the next step in her career, so this position is taken over by the author

Ericsson  
Sincotron  
Rudberg Sistemas Empresariales

All participant agreed to make the Club bigger by accepting other members. The acceptance of a new member is to be discussed in the "Steering Committee" before accepting the new member.

## **Topic 2: Steering Committee**

<b>Company</b>	<b>Steering Committee Member</b>
ABB	Kjell Magnusson
Allied Signal (Honeywell)	Gilbert Hirtz <sup>1</sup>
Ericsson	<sup>2</sup>
Siemens	Bernhard Kleemann
Whirlpool	Pier Giorgio Della Role
Philips	Otto P. van Driel
Sincotron	Jonas Williamsson
Rudberg Sistemas Empresariales	Peter Rudberg
Fujitsu-Siemens	Willi Kotte

<sup>1</sup> Piergiorgio Della Role will contact Gilbert Hirtz to get confirmation of that proposal and inform the Club.

<sup>2</sup> Patrik Zackrisson will contact Göran Lande & Peter Häyohännén to confirm to the Club which person will represent Ericsson.

## **Topic 3: Aim of the Club**

Exchange of Six Sigma Implementations Best Practices between companies by:

1. Creating a Networking of members
2. Learning from each others
3. Supporting
4. Creating and spreading of methodology

*Note:* Additional ideas to be discussed during next meeting (see Otto & Willi proposal in attached document, **enclosure number 2**)

## **Topic 4: What to do**

1. Driver and organiser: Peter Rudberg
2. Next European Six Sigma Conference:
  - Date: October 11<sup>th</sup> & 12<sup>th</sup> 2001
  - Location: Bavaria
  - Sponsor: Siemens (will be confirmed by Bernhard Kleemann)
  - Duration: 2 days
  - Subjects:
    - Roll-out of Six Sigma in the whole company
    - State of the art for each company
    - Progress reporting
    - BB project in II sessions
    - Specific topics to be evaluated in the Steering Committee
3. Club recommendations:
  - How to evaluate benefit or benefits of Six Sigma implementations. A first step is to inform each other.
  - Keep a good style of communication: answer e-mail!
4. Expectations of yearly meetings

- Structure
    1. Paralell presentations
    2. Mixture of new and old members
  - Company reports
  - Detail examples
5. Core Team Meeting
- Date: February 23<sup>rd</sup> 2001
  - Location: Munich
  - To be hosted by: Bernhard Kleemann

Eindhoven, 28 October 2000  
Philips Electronics Nederland B.V.  
Centre for Industrial Technology

Ir. Otto P. van Driel