

# Six Sigma yields positive results

**P**SB Corp has embarked on the Six Sigma journey since October 2004 with four pilot project teams formed to work on projects using the Six Sigma methodology.

The Six Sigma team members selected from various business units, have undergone intensive Six Sigma training equipping them with skills to meet the challenges and achieving breakthrough improvements. Despite this being their first projects, the Six Sigma teams have already achieved remarkable progress producing positive results such as:

- 1 Reduced annual utilities consumption by 3%
- 2 Reduced cost of supplies by \$150,000 annually
- 3 Reduced outstanding debts that are more than 60 days old by 50%
- 4 Achieved greater than 90% success for new academic programme launches

Mr Quek Soo Yong, Manager, Administration and Building Management Department, credited the success of his Six Sigma project to continuous learning and effective implementation. He said, "we have learned that Six Sigma goes beyond just knowledge of the tools and that applying the tools correctly is critical."

Ms Wong Yoke Mei, Technical Executive, Systems and Automation Centre, said that the combined efforts of team members from various levels helped pool together the knowledge and resources to introduce innovative breakthrough improvements. She said, "it was a challenging task to engage a diverse group of people to review processes and to solve problems together. By applying the Six Sigma methodology, we are able to solve problems systematically and efficiently."

Mr Chong Kam Tuck, Senior Vice President, PSB Corp's Corporate Services said: "Management acknowledges the importance of Six Sigma philosophy and have given the teams their fullest support to ensure success of their projects. In subsequent phases, it is in PSB Corp's Six Sigma plan to raise individual capabilities by increasing the numbers of Black Belts and Green Belts, and to embark on a series of projects covering all aspects of organisational processes to deliver tangible results for the bottom-line."

Project teams hard at work:

