

A Study of Implementing Six-Sigma Quality Management System in Government Agencies for Raising Service Quality

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Abstract

In an age of thin profit margin, the corporations are diligently looking for ways to differentiate themselves from the competitors, to beat the competition, to expand market share, to create quality differences, and even to achieve zero quality defects. Regardless of the industry type, continuous improvement on quality is the irreplaceable part of the entire production activities. Although there are many ways to solve the problems in product quality, the six sigma quality management system can effectively solve the core issue in production quality. This quality management system is highly integrated, contains detailed problem solving procedures, and has been tested by multination corporations like Motorola and General Electric. It is also a system that emphasizes on fundamental educations, changes in organization culture, the quantification of the effective productivity through the discussion of the core problems. Taiwan's government agency has realized the importance of the six sigma quality management system, and by implementing the six sigma quality management system, the government agencies are able to increase the qualities of the services provided. With an increased and improved government service quality, the general public will have a greater confidence on our government. The main tasks for the health administrative agencies are providing vaccination shots, controlling the drug usage, examining and testing food quality, providing smoke hazard-prevention and public health educations, managing the medical administrative tasks, and etc. Therefore, the quality of the services provided by the health bureaus will have immediate impact on the health safety of the public health. How to effectively implement the six sigma quality management system in order to increase and improve the health service quality and to promote a healthy general public, then, should be the key topic the health

administrative agencies should actively and aggressively discuss

Keyword : Six Sigma, Total Quality Management, Critical to Quality (CTQ)