Improving the bottom line and customer satisfaction in educational institute by damic process

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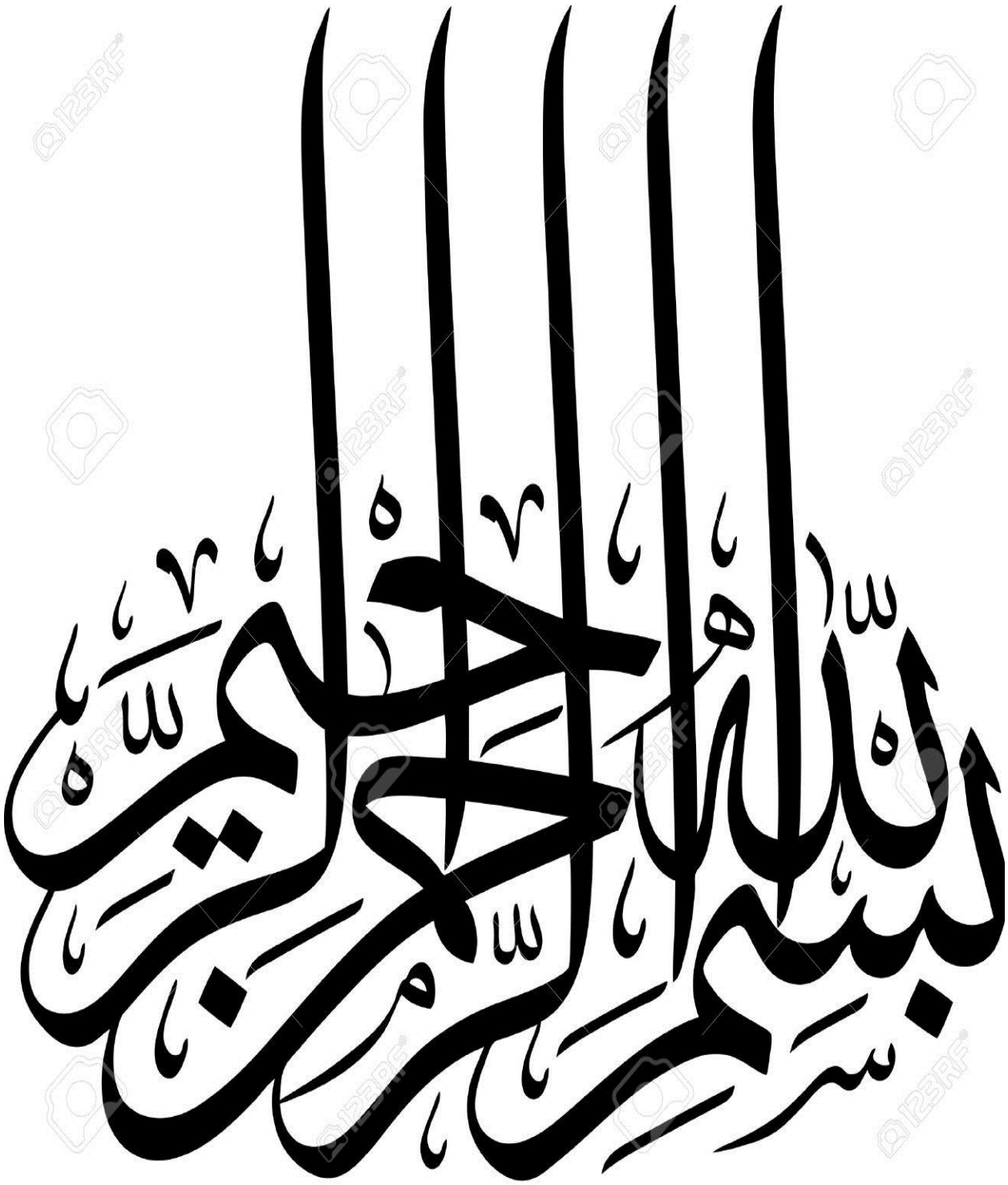
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Certificate

It is to certify that this project report entitled **"IMPROVING THE BOTTOM LINE AND CUSTOMER SATISFACTION IN EDUCATIONAL INSTITUTE BY DMAIC PROCESS**" is based upon the results of surveys and assessments which are carried out by **HAFIZ MUHAMMAD SAAD SHAHID, SYED ZEESHAN BUKHARI** and **MUHAMMAD TAUQEER AHMAD** under my supervision. No material has been used in this report which is not their own work except where due acknowledgement has been made. They have fulfilled all the requirements and qualified to submit this report for the Degree of BS-Industrial Engineering.

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ABSTRACT

Six Sigma is a critical thinking approach which analyses the performances and processes before actualizing the upgrades. Then accomplish some improvements in the level of execution. (Define, Measure, Analyze, Improve and Control) DMAIC technique of six sigma is utilized as a framework of this project through which bottom-line of this educational institute improves by improving the satisfaction level of students and the potential clients. From the define stage to improve stage, we gather the information from various sources by legitimate planning. Assess the information deeply, direct studies and investigate the outcomes to gauge the current fulfillment level of their clients statistically and graphically. Identify the reasons of the loop holes in the system by brainstorming session and by establish cause and effect diagram. Take some remedial actions on it and make standards, define ROR and introduce some unique features regarding quality management which are not present in their targeted market area.

The improvements made significant changes in the satisfaction level of the students and parents of this educational institute names as IQRA Group of Institutes. The comparison has shown by drawing the bar charts of the collective data from the institute.

Once positive changes develop in the system then it should be control and eliminate or minimize the actions or activities from the system which may leads toward dissatisfaction in future. Furthermore, we suggest some more possible improvements that would be done to attain more good results because DMAIC strategy is never ended process.

Key Words:

- Six Sigma
- DMAIC
- Customer Satisfaction
- SIPOC
- Quality
- Quality Management

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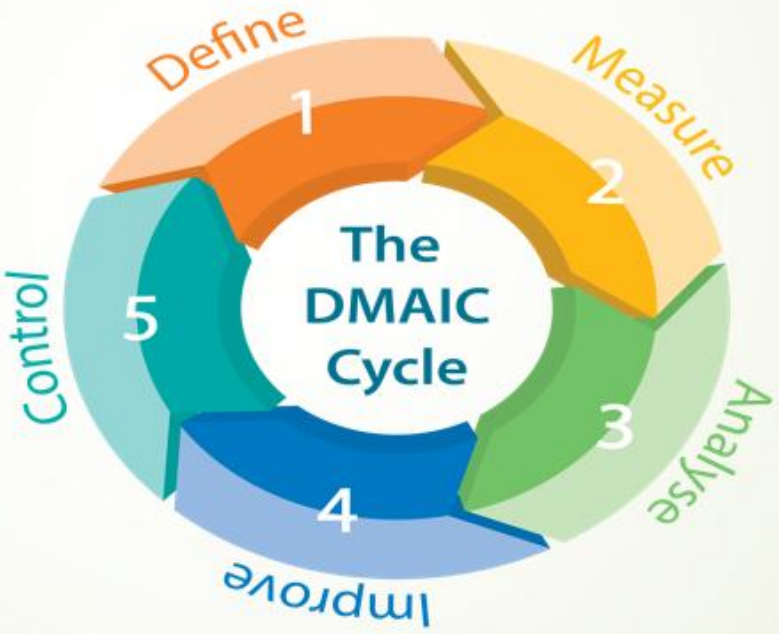
Chapter 1

INTRODUCTION



Chapter 1

INTRODUCTION

1.1: Brief History

The hidden establishments of Six Sigma as a measurement standard can be traced back to Carl Friedrich Gauss (1777-1855) who displayed the possibility of the normal curve. Six Sigma is used as a measurement standard in thin collection which can be traced back to the 1920's when Walter Shewhart exhibited that three sigma from the mean is the point where this methodology requires a therapy. Various estimation standards (Cpk, Zero Defects, et cetera.) later proceeded the scene, however credit for bringing forth the articulation "Six Sigma" goes to a Motorola engineer named Bill Smith. (By likelihood, "Six Sigma" is a legislatively selected trademark of Motorola).

In the early and mid-1980s with CEO Bob Galvin in control, Motorola engineers picked that the traditional quality levels — measuring nonconformities in a considerable number open entryway – didn't give enough granularity. Or maybe, they expected to evaluate the blemishes per million open entryways. Motorola developed this new standard and made the rationality and required social change related with it. Six Sigma helped Motorola engineer to recognize the main concern that can bring change in their organization. Due to the six sigma endeavors the Motorola engineer reported $16 Billion in investment funds.