Project Report on

Measuring the Effectiveness of Six Sigma implementation in Accenture for improving the quality

IN PARTIAL FULFILLMENT OF THE REQUIREMENTS FOR THE POSTGRADUATE DIPLOMA IN MANAGEMENT (PGDM)/ POST GRADUATE DIPLOMA IN MANAGEMENT (PGDM -EXECUTIVE)

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SUBMITTED TO

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DECLARATION CERTIFICATE

I **STUDENT NAME** certify that this project work titled **"MEASURING THE EFFECTIVENESS OF SIX SIGMA IMPLEMENTATION IN ACCENTURE FOR IMPROVING THE QUALITY"** submitted by me for the partial fulfilment of the requirement for the award of Post Graduate Diploma in Management / Post Graduate Diploma in Management (Executive) is my own bonafide work and carried out by me under the supervision of **Mr. Rohit Bhojak**. The work embodied in this project report has not been submitted for the award of any other degree or diploma to any Institute or University.

I hereby declare that I have faithfully acknowledged and given credits to published work that I have referred from other published sources, by citing and mentioning the credits in bibliography. I further declare that the work presented in this report is original and has not been copied from any other sources. If my work is found copied or plagiarized, the institution holds the right to reject my submitted project report.

Date:

STUDENT NAME

123abc

Certificate from Guide

This is to certify that Mr. **Student Name** a Student of IMT- Centre for Distance Learning, Ghaziabad has completed the project work on **MEASURING THE EFFECTIVENESS OF SIX SIGMA IMPLEMENTATION IN ACCENTURE FOR IMPROVING THE QUALITY** under my guidance and supervision.

I certify that this is an original work and has not been copied from any source.

(Mr ABC)

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EXECUTIVE SUMMARY

This research work is based on six sigma implementation in Accenture for improving the quality. Six Sigma principles use statistical and numeric methods to reduce the number of defects in output to an insignificant level. They emphasize simplicity of process, quality of parts and supplies, and employee responsibility for achieving promised results. The direct involvement of employees in the introduction of Six Sigma strategies is a major factor for successful implementation. Training key employees in Six Sigma techniques is an important prerequisite.

Businesses that successfully implement Six Sigma programs see an improvement in company performance and increased financial returns. The fast changing economic conditions such as global competition, declining profit margin, customer demand for high quality product, product variety and reduced lead– time etc. had a major impact on manufacturing industries. To respond to these needs various industrial engineering and quality management strategies such as ISO 9000, Total Quality Management, Kaizen, Just–in–time manufacturing, Enterprise Resource Planning, Business Process Reengineering, Lean management etc. have been developed.

A new paradigm in this area of IT services is Six Sigma. The Six Sigma approach has been increasingly adopted worldwide in the manufacturing sector in order to enhance productivity and quality performance and to make the process robust to quality variations.

This research discusses the quality improvement in an **IT firm** through a case study of **Accenture**. Six Sigma improves the process performance (process yield) of the critical

operational process, leading to better utilization of resources, decreases variations & maintains consistent quality of the process output.

CHAPTER 1: INTRODUCTION

1.1 Introduction to the topic

In present age of competition and economic turbulence, achieving manufacturing excellence through better quality and productivity is the new paradigm of the industries. All types of organizations are striving hard to control costs, maintain high levels of productivity, meet changing expectations of the customers and attain quality bench marks to sustain in the market. In this context, Six-Sigma can be a powerful world class quality improvement business strategy that enables companies to use simple but powerful statistical methods to define, measure, analyze, improve and control processes for achieving operational excellence. On seeing the tremendous financial gains reaped through Six-Sigma programs in large manufacturing sector, it is urgently required to replicate this strategy in small scale automobile sector too. The contribution of small scale industries to the Indian economy cannot be ignored as this sector is strategically placed in the industrial population of the country and in the global economy as a whole.

Businesses that successfully implement Six Sigma programs see an improvement in company performance and increased financial returns. The fast changing economic conditions such as global competition, declining profit margin, customer demand for high quality product, product variety and reduced lead– time etc. had a major impact on manufacturing industries. To respond to these needs various industrial engineering and quality management strategies such as ISO 9000, Total Quality Management, Kaizen, Just–in–time manufacturing, Enterprise Resource Planning, Business Process Reengineering, Lean management etc. have been developed.

A new paradigm in this area of manufacturing strategies is Six Sigma. The Six Sigma approach has been increasingly adopted worldwide in the manufacturing sector in order to enhance productivity and quality performance and to make the process robust to quality variations.

1.2 Statement of the problem

Six Sigma is a business improvement approach that seeks to find and eliminate causes of defects and errors. By implementing the six sigma, Accenture can have a significant competitive advantage in delivering very high levels of quality (nearly zero defects) at dramatically lower costs. The company should ensure that the organization's top performers take charge of implementing Six Sigma. This research identifies that how Accenture implement six sigma for improving the quality of its process