
SIX SIGMA ACTIVITY WORKSHEET

Scenario #1:

There is a group within your organization that distributes critical monthly information to customers. On average, this department inserts 30,000 letters in pre-addressed envelopes each day; thus, in a given business week they process 150,000 letters.

Recently, the group began receiving complaints that people are receiving letters that are addressed to them, but the letters inside are addressed to someone else. The department randomly selects 1,000 letters from next week's batch and finds that 5 have errors. Applying that to the total amount, they estimate that as many as 750 letters could potentially have errors.

Thus, the letter process has 150,000 opportunities for error each week and estimated 750 defects. $(150,000 - 750) * 100 =$ a yield of 99.5

a) *Using the table below what is the approximate Sigma Level for this process? Answer:* _____

b) *What might be some next steps for this group to take?* _____

Sigma Level	Yield %
4.3 σ	99.7450
4.2 σ	99.6540
4.1 σ	99.5340
4.0 σ	99.3790
3.9 σ	99.1810

