

# Six Sigma and the Level of Quality Characteristics- A Study on Indian Software Industries



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**Y. Sujar**

M.G.R. University, Chennai, India  
(sdarshen@Yahoo.com)

**P. Balachandran**

LPSC, Thiruvananthapuram, Kerala, India  
N. Ramasamy  
M.G.R. University, Chennai, India

*Six Sigma is a business improvement strategy that seeks to find and eliminate causes of defects or mistakes in business processes by focusing on outputs that are of critical importance to customers (Snee, 2000). It is a powerful approach to process improvement, cost reduction, increase in business profitability and revenue growth. This study aims to examine the Critical Success Factors (CSF) for the implementation and operation of Six-Sigma and to study the level of quality characteristics in Indian software industries implementing Six Sigma.*

**Keywords:** Six Sigma, Critical Success Factors, Software Quality Characteristics