

Motorola University

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Motorola University's foundation was originally laid down as an internal academic program for Motorola employees. Courses were offered on a wide range of specialties including technical skills and business practices. With the maturation and internal success of Six Sigma; a set of business practices developed by Motorola in which processes are improved by eliminating defects, seminars were soon being offered to the public.

The Six Sigma philosophy addresses minimizing product and service defects by:

1. Acquiring senior-level management dedication, as well as, commitment from the entire organization toward long term quality improvement.
2. Understanding that the business and manufacturing processes can be analyzed, measured, controlled and improved through process improvement decisions.
3. Dedicating oneself in reducing any and all inherent variation produced during the manufacturing of output.

Six Sigma is a predefined roadmap consisting of a framework in which process improvement and the reduction in manufacturing variation can be addressed and successfully eliminated. There are five components in the Six Sigma quality control process as described in Figure 1 below.

The Six Sigma process improvement strategy has worked so well for Motorola that in 2006 \$17 billion was reported as being saved through its implementation. Other successful companies including Honeywell, General Electric and Ford continue to practice the Six Sigma methodology.

Motorola University has allowed me to see the value I create in Motorola products and services. The university has helped me to better understand my job responsibilities and enabled me to take courses toward mastering the technology I work with on a daily basis. As an employee, I've learned that every bit of effort does make an impact and a positive difference. Doing the job right the first time and correcting imperfections will influence the bottom line at the end of the day.

Figure 1

