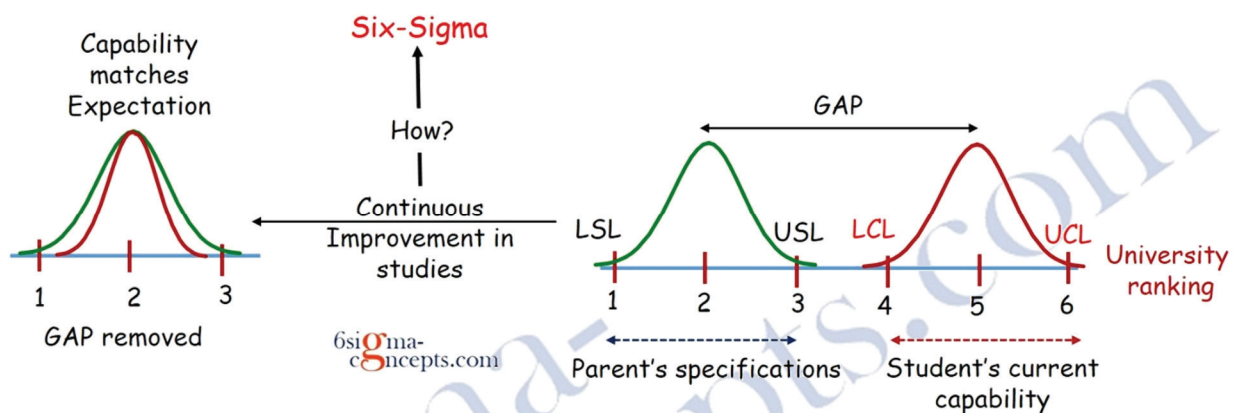

Choosing a University!

As a parent you must have had an argument with your child that he should work hard in order to ensure a seat in top 3 universities.

Your child is also good at studies and he is aware of his *current capability* that he can easily get admission in universities with ranking from 4 to 6 but has to work hard to compete for top 3 universities.

If we consider *parent as a customer*, then what customer is demanding is the admission in top 3 universities. This is called as "voice of customer" (VOC).



If you consider your *child as a supplier*, then with his current efforts (current process) he can guarantee admission in the universities with ranking 4-6. This is called as "voice of process" (VOP).

There is a gap between what customer wants (VOC) and what your current process (VOP) can deliver. Both are independent processes but it is desired that VOP should match VOC.

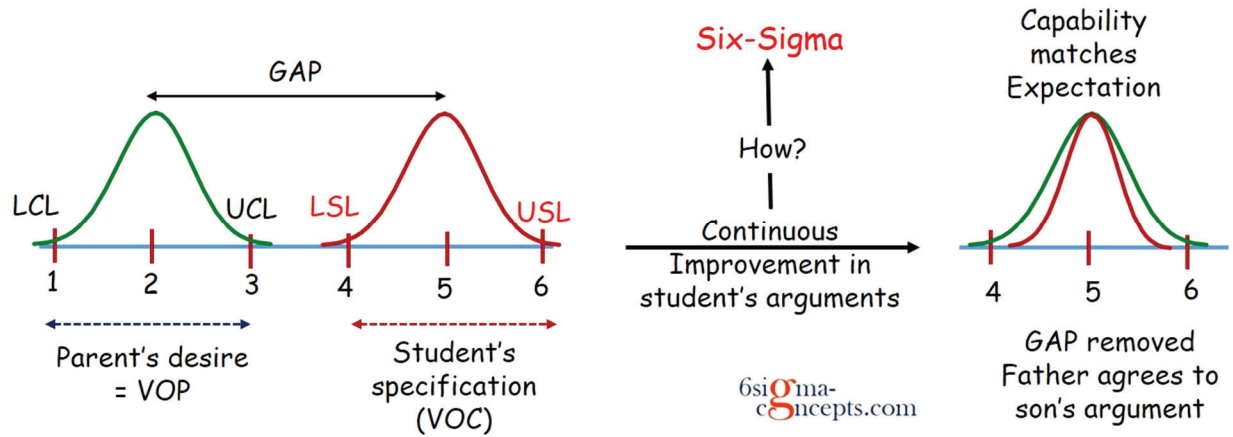
Your child understood this and made a plan to fill the gap by making more efforts.

Above methodology of bridging the gap between customer's specification (VOC) and the current process capability (VOP) is called as Six-Sigma methodology.

Let's look at this issue from a different angle.

Now consider *student as the customer* and *parent as supplier* and student (or customer) is trying to convince his father by arguing "look dad, all universities with ranking 1 to 10 are same, it is just a statistical rating that is done for attracting students, it changes every year and the universities that you are talking about are best in science, but I want to study law for which a particular university with 6th rank is the best". As an understanding father (supplier or vendor), he finds the argument too strong to be opposed any further and agrees to his son's specification i.e. he modifies his current process (expectation). Here Student is setting the specifications

(VOC) and father is accepting it (VOP). The process of convincing the father is six-sigma which bridges the gap between them.



Let's be little philosophical

All of us had a dream during college days that I want to be this, I want to be that. What we did is to provide ourselves with a specification about our future life or VOC. We were also aware about our current capability (VOP) but we never took pain of performing a gap analysis and as a result we couldn't take appropriate steps to reduce the gap between our desire and our capability, ultimately landing somewhere else in our life. Our desires are still our desires only.

Can we apply six-sigma to build our career? Or at least help our children in doing so?