Six Sigma in IT Industry – Introduction

Module 1: Introduction to Six Sigma in IT

- What is Six Sigma
- Why it is relevant in the IT industry
- Common challenges in IT (delays, defects, rework)
- Need for process improvement

Module 2: Key Concepts in IT Context

- Defects in IT (bugs, errors, failures)
- Process variation in software development
- Importance of quality and customer satisfaction
- Data-driven decision making

Module 3: Application Areas in IT

- Software development lifecycle (SDLC)
- Testing and quality assurance
- IT services and support processes
- Project management and delivery

Module 4: Using DMAIC in IT

- Define: identifying project issues
- Measure: tracking defects and performance
- Analyze: finding root causes
- Improve: implementing solutions
- Control: maintaining improvements

Module 5: Activity & Application

- Identify common issues in an IT process (e.g., bug fixing, ticket handling)
- Map them to Six Sigma concepts
- Suggest simple improvements
- Key takeaways: better quality, fewer defects, improved efficiency