

ISO 17258:2015-01 (E)

Statistical methods - Six Sigma - Basic criteria underlying benchmarking for Six Sigma in organisations

| Contents | | Page |
|-----------------------|--|-------------|
| Foreword | | v |
| Introduction | | vi |
| 1 | Scope | 1 |
| 2 | Normative references | 1 |
| 3 | Terms and definitions | 1 |
| 4 | Symbols and abbreviations | 1 |
| 5 | General considerations on benchmarking | 2 |
| 5.1 | Objectives and framework | 2 |
| 5.1.1 | Objective | 2 |
| 5.1.2 | Framework | 2 |
| 6 | Benchmark | 2 |
| 6.1 | Overview and requirements for the criteria | 3 |
| 6.1.1 | Types and description of criteria | 3 |
| 6.1.2 | Requirements for criteria | 3 |
| 6.2 | Overview and requirements for the measures | 3 |
| 6.2.1 | Scope of measures | 3 |
| 6.2.2 | Generic measures | 4 |
| 6.2.3 | Industry specific measures | 8 |
| 6.2.4 | Summary of measures | 9 |
| 7 | Benchmarking | 10 |
| 7.1 | Objective establishment step | 10 |
| 7.2 | Measurement step | 10 |
| 7.2.1 | Data collection | 10 |
| 7.2.2 | Data arrangement | 11 |
| 7.2.3 | Data quality validation | 11 |
| 7.3 | Controlling the quality of the measurement results | 11 |
| 7.3.1 | Precision | 11 |
| 7.3.2 | Consistency | 11 |
| 7.3.3 | Up-to-date | 11 |
| 7.4 | Comparison step | 11 |
| 7.5 | Internal benchmarking | 11 |
| 7.5.1 | Historical benchmarking | 12 |
| 7.5.2 | Functional benchmarking | 12 |
| 7.5.3 | I/O benchmarking | 12 |
| 7.6 | External benchmarking | 12 |
| 7.7 | Supply chain benchmarking | 12 |
| 7.7.1 | Benchmarking in an organization | 12 |
| 7.7.2 | Benchmarking in a supply chain | 13 |
| 7.8 | Six Sigma project selection | 13 |
| 8 | Interface with other types of benchmarking | 13 |
| Annex A (informative) | Three dimensions of benchmarking | 15 |

| | |
|--|-----------|
| Annex B (normative) Table of criteria (generic) | 16 |
| Annex C (informative) Table of criteria with examples of results | 18 |
| Annex D (normative) Table of criteria for the food processing industry | 20 |
| Annex E (normative) Table of criteria for the automotive industry | 22 |
| Annex F (normative) Table of criteria for the retail banking industry | 24 |
| Annex G (normative) Table of criteria for clothing and leather industry | 27 |
| Annex H (normative) Table of criteria for the telecoms industry | 29 |
| Annex I (normative) Table of criteria for the hotel business | 31 |
| Annex J (normative) Table of criteria for the retail business | 33 |
| Annex K (informative) Example from the poultry industry | 35 |
| Bibliography | 37 |