Abstract:

The Level of Applying Six Sigma in King Abdullah II Awarded Private Jordanian Firms

The study aimed at investigating the impact of the level of applying six sigma in the King Abdullah II Awarded Jordanian firms. It also aimed at defining the critical success factors for applying six sigma in these firms. A questionnaire has been distributed to a sample of top managers of the 18th firms that are awarded of King Abdullah II Award for Excellency in the private sector. A total of (77) complete answers were returned, (71.3%) response rate. Following data Analysis the study revealed the existence of accepted level of applying Six-Sigma practices in these firms, it also revealed that linking Six-Sigma to customers and the support and commitment of top management are the most critical success factors, and internal resistance and lack of resources are the most important obstacles of applying Six-Sigma.