

## What is Six Sigma?

Six Sigma is a quality initiative starting with a focus on customer satisfaction. When Metro Sales measures **Critical To Quality** expectations of the customer, we work on improving those expectations, resulting in continuous improvement.

## How does Six Sigma help you, the customer?

We are constantly working to improve our service. Our commitment to **great service** truly *defines* and *differentiates* Metro Sales as a company.

Below an example of a Metro Sales Six Sigma Project designed to increase customer satisfaction:

**The Project:** Measure and reduce the number of calls left incomplete due to lack of parts

**The Question:** How can Metro Sales reduce repeat calls for our customers?

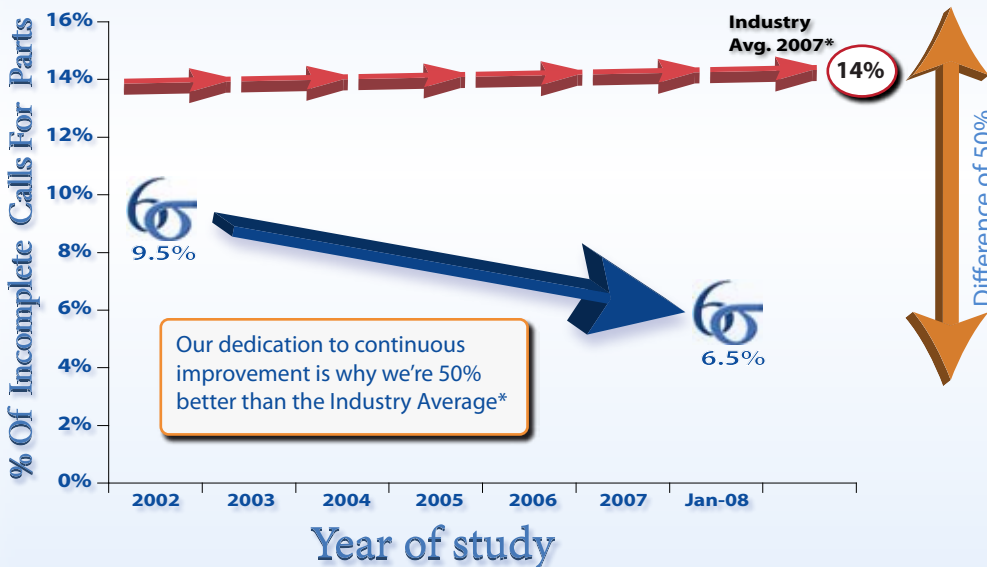
**The Process:**

1. Measure all variables which impact the effectiveness of a technicians service call.
2. Focus on improving the three most important variables.
3. Develop and implement a comprehensive *parts inventory improvement initiative*.

**The Result:**

Between 2002 and January 2008: percent of calls left incomplete was improved by 30% to 6.5%, which is **over 50% better** than the industry average.

Since 2002, Metro Sales has initiated **22 Six Sigma projects**.



\* industry average is according to BEI Inc.