

Identification of Critical Success Factors in Non-Formal Service Sector Using Delphi Technique

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Abstract : The purpose of this study is to identify the critical success factors (CSFs) for the effective implementation of Six Sigma in non-formal service Sectors. Based on the survey of literature, the critical success factors (CSFs) for Six Sigma have been identified and are assessed for their importance in Non-formal service sector using Delphi Technique. These selected CSFs were put forth to the panel of expert to cluster them and prepare cognitive map to establish their relationship. All the critical success factors examined and obtained from the review of literature have been assessed as being of some importance with regard to their contribution to Six Sigma effectiveness in non formal service sector. The study is limited to the non-formal service sectors involved in the organisation of religious festival only. Future research could utilise use a broader sample of other non-formal service sectors like temple/ashram management, religious tours management etc. The research suggests an approach to identify CSFs of Six Sigma for Non-formal service sector. All the CSFs of the formal service sector will not be applicable to Non-formal services, hence opinion of experts was taken to add or delete the CSFs. As suggested by the experts, two new CSFs-“competitive benchmarking (F19) and resident’s involvement (F28)” were added and one of the CSFs-“fulltime six sigma personnel (F15)” has been omitted in proposed clusters of CSFs for non-formal organisation.

Keywords : Critical success factors, Quality assurance, non-formal service sectors, Six Sigma

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