



Six Sigma based multicriteria approach to improve decision settings

Submitted by Emmanuel Lemoine on Thu, 01/30/2014 - 14:33

Titre	Six Sigma based multicriteria approach to improve decision settings
Type de publication	Article de revue
Auteur	Azzabi, Lotfi [1], Ayadi, Dorra [2], Boujelbenne, Younes [3], Kobi, Abdessamad [4], Robledo, Christian [5], Chabchoub, Habib [6]
Editeur	Inderscience
Type	Article scientifique dans une revue à comité de lecture
Année	2009
Langue	Anglais
Date	2009
Numéro	1
Pagination	99 - 123
Volume	1
Titre de la revue	International Journal of Quality Engineering and Technology
ISSN	1757-2177 / 1757-2185
Mots-clés	control [7], Electre [8], MCDM [9], multicriteria [10], Product [11], Prométhée [12], Quality [13], six [14], Tunisia [15]
Résumé en anglais	<p>The present competitive market is focusing industrial efforts on producing high-quality products with the lowest possible cost. The total performance of the process and the quality of its production depend on the one hand, of the characteristics of the intermediate products, and on the other hand, of the operation parameters of the manufacturing. To help accomplish this objective, various quality improvement philosophies have been put forward in recent years and of these, Six Sigma has emerged as perhaps the most viable and efficient technique for process quality improvement. The objective of this paper is to propose a method that puts in obviousness the enforcement performances improvement Six Sigma to assure high-level quality products and to make firm a level of improvement of the long-term performance. The application of the Six Sigma methods enforced with multicriteria approach to permit classification the betters' choices of a Tunisian industry.</p>
URL de la notice	http://okina.univ-angers.fr/publications/ua1371 [16]
DOI	10.1504/IJQET.2009.030503 [17]
Lien vers le document	http://dx.doi.org/10.1504/IJQET.2009.030503 [17]

Liens

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- [17] <http://dx.doi.org/10.1504/IJQET.2009.030503>

Publié sur *Okina* (<http://okina.univ-angers.fr>)