
Editorial

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Biographical notes: Shirley M.C. Yeung is QMS Auditor, Subject Specialist of HKCAAVQ, H.K. and AQIP Assessor. In 2014, she was nominated for Wenhui Award for Educational Innovation, UNESCO, APEID. She published over 55 papers in the past few years on quality-related disciplines, covering QMS, Six Sigma, Sustainability/Corporate Social Responsibility (CSR), Quality Assurance (QA) in Higher Education, Marketing and Management. She was a member of the Research Committee of Virtus Global Ctr for Corporate Governance, Virtus Inter Press and served as Editor for the *International Journal of Development and Sustainability (IJDS)*.

In the past years, Six Sigma has been used in manufacturing and service industries to identify, reduce and control deviations in products and processes to increase customer satisfaction. Quantitative use of Six Sigma has been widely used in measuring process performance. It is time to have a change of mindset that Six Sigma can also be used in measuring process performance, designing new products/processes, and streamlining process flow to reduce waste (Lean Six Sigma) quantitatively and qualitatively. Through the use of multi-disciplinary knowledge, Six Sigma is believed to enhance our system thinking and creativity. This special issue of the *International Journal of Six Sigma and Competitive Advantage* is to highlight the use of Six Sigma related concepts into multi-disciplines and cross-disciplines under the dynamic of today's business sectors. Based on the rationale of Six Sigma, the authors deploy different kinds of innovative methods in the fields of quality management, business management, higher education and health care sectors,

In the first article, Yeung provides an integrated model of SCOR in Supply Chain Management and ISO 9001: 2008 on strategic partnership via 'Suppliers' – involving faculty members, 'Plan' – requiring a shared culture, considering stakeholders and trust in management, 'Sourcing' – collaborating with industries in order to generate new and diversified quality programmes with exchange opportunities to promote a globalised view within the institutions, 'Make' – considering the expectations of students, the needs of industry and the accreditation requirements, and 'Deliver' – managing demand, and meeting educational and economic goals relating to stakeholder satisfaction and sustainability.

In the second article, Potra introduces the use of DFSS in the marketing domain from a cross-disciplinary perspective. Quality attributes, value co-creation, and innovative marketing campaign in business management for sustainability has been highlighted. The

paper discusses the real life case when DFSS was implemented in designing a successful co-creation marketing campaign.

In the third article, Kubilius, Winfrey, Mayer, Johnson, and Wilson present how the Lean Six Sigma DMAIC (Define, Measure, Analyse, Improve, and Control) methodology and change management tools can be used in a cross-disciplinary way to reduce the rate of slips, trips and falls (STFs) for Joint Commission field staff. Based on their quantitative analysis, multiple risk factors have been identified, for example, environmental factors and individual behaviours. This offers possible solutions to reduce risks associated with walking surface conditions, carrying work-related or personal items, and type of luggage used.

In the forth article, Andersson, Hilletoft, and Hilmola examine the use of Lean Six Sigma in the geriatric care sector in a municipality in Sweden. The authors make contributions in the workflow at the wards and the lean implementation in different kinds of activities to reduce the non-value-adding elements (waste).

In the fifth article of Wiegel and Brouwer-Hadzialic, Lean Six Sigma has been explored in higher education. They discover a set of structural variables explaining the differences in application domains. These differences are relevant to the application of Lean Six Sigma in general that provide insights to the academia.

I would like to express my special thanks to Editor-in-Chief Dr. Justin Chimka for offering a platform to engage readers in understanding the extensive use of Six Sigma and Lean Six Sigma into different domains to identify problems, create solutions, and apply solutions into higher education, marketing, geriatric health care and commission field sectors.