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# Employee Surveys For Six Sigma Success

Contributed by Webmaster

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A survey would bring out the reasons for employee behavior - high absenteeism if it exists, reduction in productivity and so on. The employee surveys in Six Sigma implementation and measurement systems help maintain the flow of Six Sigma projects.

Some Six Sigma companies also include employee surveys as part of the system to measure the voice of the employees, which is just as relevant as the voice of the customer.

While a few employees usually consider this unnecessary, many companies have found the utility of surveys and have implemented them into the system for the overall growth of the business and employee development.

## Employee Surveys Are Not Easy!

Though the importance of surveys cannot be denied, surveying employees is a tricky matter. Employees are often apprehensive about the aim of such surveys. To build up confidence among employees, they need to be assured of complete anonymity and confidentiality.

Anonymity can be ensured by carrying out such surveys or feedback without including the names of anyone on the forms. If due consideration is given to keeping information confidential, then the names can be eliminated. However, phone numbers may be taken for any follow up that may be required.

Only when employees are assured about confidentiality, will they be honest about the matters being surveyed.

## Planning the Survey

One way to assure employees of complete confidentiality of a survey could be to hire an external company to administer it. For the purpose of Six Sigma, if the survey is done before the project is launched, then the mood and the acceptability of the changes may be understood in advance.

Additionally, this can help while designing the project charter, as the plans to handle resistance to change can be made properly. Top management should confide to employees the real purpose of such surveys, and the reasons and advantages of the project that follows.

Surveys are excellent tools to ascertain non-effective areas of the businesses and aid in further decision-making.

Surveys should have clear objectives and measurable goals based on organizational goals. The questionnaires should be prepared with care and carry a message that the aim of the survey is the same as what was communicated by top

management.

Additionally, it should be easy for every individual to grasp the meaning of each question in the right context.

Once in the project stage, regular surveys play a very important role. Such surveys allow businesses to obtain feedback on the progress of the project and the acceptability achieved. It also helps companies understand if the changes brought about had an impact on the employees or not.

Employee surveys and assessments are not for downsizing, which is a common misconception. They are for the good of the project, and ultimately for the betterment of employees. Careful surveys mean a lot for the success of the Six Sigma projects.

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