



Information in these messages is freely shared:

First - We collaborate with people who like to share ideas and concepts.

Second - These concepts are deceptively simple. Easy to agree with, but difficult to adopt.

If you can use these ideas as described, then sharing them is our contribution to you.

If you want help improving your organization, We will be glad to assist.

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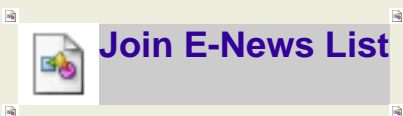
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Dave Nave

Dave Nave & Associates

Phone: 425-255-8607



Certifications

In general I don't put much value in certifications for process improvement methodologies. A classic example is the Six Sigma 'Black Belt.' Today many people and companies focus on obtaining or hiring people with this designation. Unfortunately, most experts teaching Six Sigma teach statistical techniques for comparison (enumerative) studies. This is the type of statistics taught in most colleges, and the course most people do not remember fondly. What is seldom taught is statistical techniques for predictive (analytical) studies.

As Dr. Deming said 'Management is Prediction.' Most business and manufacturing analysis is prediction based. Used to manage processes. Unfortunately, most Six Sigma training programs are teaching statistical tools that are completely inappropriate for this use.

As a side note, using statistical techniques for Quality was founded by Dr. Walter A. Shewhart. In his 1931 book "Economic Control of Quality of Manufactured Product" he explored the tools of comparative studies for application in a predictive environment. He found only a couple of tools were useful. When data are collected and subgrouped in time sequence, only then will the calculations of 'mean' and 'standard deviation' have some usefulness for prediction. Other statistical tools he explored were not helpful.

As far as a certificate is concerned, a person can always learn enough of the wrong stuff to obtain the certification. Then forget about half of what was learned. The difficulty is to know which half to discard.

Certifications are promoted as demonstrating a certain level skill when applying tools. However, if the recipient does not know the limitations of those tools, or if a company hires someone without having intimate knowledge of the certification content, what value does certification carry?

Any one who has never heard of the certification body can easily dismiss a certification. Myself, I am certified as an 'American Samurai Warrior - First Degree' by the America Samurai Institute. A Six Sigma type certification program that is now defunct. And nobody has ever heard of it.

Given my knowledge and experience with certifications, I am at a loss to guide people when they ask about certifications.