SIX SIGMA
6σ

Q S R   H I S T O R Y

1981 • Began focus on Quality

1982 • MCQC began a process of biennial QSRs

1986 • Six Sigma Quality and Total Customer Satisfaction introduced

1987 • Software subsystem was added

1988 • QSR was established for surveying suppliers' quality systems
     • ISO 9001 Mapped unto QSR

1989 • Weight of scores changed to emphasize Malcolm Baldrige criteria

1990 • MCQC approved the use of cross-functional survey teams

1991 • Internal and supplier QSRs are combined into the current
       QSR forms and the QSR Guidelines

1994 • Updated to include 1994 Revision of ISO 9001
     • Significant revisions to Subsystem 9, System 7

1995 • Corporate Quality System Department formed

1996 • Revision 4 includes Registrar's Certification, Subsystem 11
       and QS 9000 Supplement

1997 • Revision 5 - Business Process Focus, QS 9000 approach
     • SEI Certification of SS 10

"Quality Is Our Job, Customer Satisfaction Is Our Duty, Customer Loyalty Is Our Future"