

Six Sigma in higher education: A case study from Turkey

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The opening of the new universities leads to an intense competition among the educational intuitions in developing countries like Turkey and ensuring quality in higher education is necessarily a matter to be resolved in order to survive in this environment. But the quality improvement programs in Higher Education is still an immature topic should be studied. Six sigma is a quality improvement program can be applied all areas of higher education processes such as admissions, registration, requisitions and purchase orders, information technology, grants administration, accreditation, repair and maintenance, and more. The main objective of this study to present a framework for Six Sigma projects for Higher Education then a case study is given including application of this methodology in Turkey to improve quality in an engineering institution.