The Organizational Cultural Implications of Implementing Six Sigma in a Government Enterprise

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This study explored Six Sigma, a performance management system which has recently experienced widespread adoption in industry in the United States, internationally, and in some government organizations. In this study, Six Sigma and its effects and organizational cultural impacts on one organization were examined. Successful organizations continually seek ways to improve productivity, reduce and control costs, and increase efficiency. Governmental entities also are driven by the need for increased efficiency and accountability in public service for their constituents. There is a continuing need for better tools and a number of government entities have turned to performance management systems due to their promise of improvement in various areas of productivity and accountability.