***The Possibility of Using Six Sigma to Improve and Assess The Training***

***Performance in The Technical Training Administration for Girls(KSA)***

**Prepared by**

***Al.Jawharah Abd Al.Aziz Al.Arfaj***

**Supervisor**

***Dr. Esam Eldin A. Rakha***

**Abstract**

The study aims to identify the possibility of using Six Sigma in the ***Technical Training Administration for Girls and its affiliated*** ***units*** to improve and assess training performance.

The study included five basic elements of using Six Sigma:

* *The active commitment of top management*.
* *Training*.
* *Human resources*.
* *Information systems.*
* *Organizational culture*.

whereas the improving training performance include decreasing its errors and increasing beneficiary's (trainee) satisfaction.

The study sample is approximately ***20%*** of the employees in the ***Technical Training Administration for Girls and its affiliated units*** whose number is ***one hundred and sixty-five***.

 The number of questionnaires distributed were one hundred and sixty-five, and the percentage of returned questionnaires is ***100%***.

After using the appropriate statistical methods concerning the study, the researcher comes up with the following conclusions:

1. The ***Technical Training*** Administrationfor Girls anditsaffiliatedunits have capability to use Six Sigma.
2. There is a strong positive relationship between active commitment of higher management and the possibility of using Six Sigma
3. There is a strong positive relationship between the training policies in the ***Technical Training Administration for Girls and its affiliated units*** and the possibility of using Six Sigma.
4. There is a strong positive relationship between human resources strategies in the ***Technical Training Administration for Girls and its affiliated units*** and the possibility of using Six Sigma.
5. There is a strong positive relationship between the application of information systems in the ***Technical Training Administration for Girls and its affiliated units*** and the possibility of using Six Sigma.
6. There is a strong positive relationship between the organizational culture in the ***Technical Training Administration for Girls and its affiliated units*** and possibility of using Six Sigma .
7. There is a strong positive relationship between the possibility of using Six Sigma in the ***Technical Training Administration for Girls and its affiliated units*** and decreasing training errors.
8. There is a strong positive relationship between the possibility of using Six Sigma in the ***Technical Training Administration for Girls and its affiliated units*** and increasing beneficiary's (trainee) satisfaction .

Finally, most important recommendations of this study:

1. Paying attention to six sigma concept and emphasizing its usage in the ***Technical Training Administration for Girls and its affiliated units.***
2. Investing in training and providing the employees with some experience in the field of Six Sigma .
3. Provision and allocation of financial resources to use and develop the Six Sigma in the ***Technical Training Administration for Girls and its affiliated units.***