

# **Six sigma approach in construction projects: Implementing via internal finishing works area**

## **Abstract**

The quality of a project has a direct effect on the lifetime and life cycle of the construction project and, most significantly, the quality of the construction project has a direct impact on safety, services, maintenance costs, and technical specifications of the construction product. Defects in a construction project result in high costs and safety breaches, and the more defects there are, the more will the company overall profitability be affected. In construction projects, finishing work is considered the final stage. Finishing is a fine job in the building process in which the beauty of a building is shaped. Therefore, it is important for a construction project management to be able to identify early defects in tiling works and further eliminate the defects in order to minimize variations and reduce costs. This study implements the Six Sigma DMAIC process in identifying high causes of defects and proposes way to overcome problems. By implementing the Six Sigma DMAIC process, the team was able to identify high causes of defect and ways of eliminating it.