

# **DMAIC APPROACH TO THE IMPROVEMENT OF SERVICE QUALITY AMONG SPECIAL LIBRARIES IN KARNATAKA STATE**

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## **ABSTRACT**

This paper provides a review on existing quality of library services. A pilot study is carried out on Six Sigma applications for select special library services by approaching Define, Measure, Analyze, Improve and Control (DMAIC) methodology. This approach focuses on finding the defects in the process of library services. A defect is defined on the basis of complaints received by the librarian from the users against the library services. Likert five point scale applied to collect the data from the respondents. The closest tolerance limit of complaints received is Likert scale one and two. The existing level of Six Sigma is calculated and suggestions are given to overcome the identified deficiencies.

**KEY WORDS:** Six Sigma, DMAIC, Special libraries, and Library services.