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The Lean Six Sigma Pocket Toolbook: A Quick Reference Guide to Nearly 100 Tools for Improving Quality and Speed Rath & Strong's Six Sigma Pocket Guide Lean Six Sigma - An Introduction and Toolkit (EBOOK BUNDLE) *The Practical Lean Six Sigma Pocket Guide* The Lean Six Sigma Pocket Toolbook Lean Six Sigma For Dummies The Lean Six Sigma Pocket Toolbook The Lean Six Sigma Guide to Doing More With Less Rath & Strong's Six Sigma Team Pocket Guide Rath & Strong's WorkOut for Six Sigma Pocket Guide : How to Use GE's Powerful Tool to Prepare for, Reenergize, Complement, or Enhance a Six Sigma Program *Six Sigma for Everyone* Rath & Strong's Six Sigma Advanced Tools Pocket Guide Lean Six Sigma Pocket Toolbook Lean Six Sigma for Service Lean Six Sigma for the Healthcare Practice The ASQ Pocket Guide for the Certified Six Sigma Black Belt The Lean Six Sigma Black Belt Handbook Lean Six Sigma The Six Sigma Memory Jogger II Rath and

Strong's Integrated Lean Six Sigma Pocket Guide
Defining and Analyzing a Business Process *The Certified Six Sigma Yellow Belt Handbook* Lean Six Sigma for Supply Chain Management *The Certified Six Sigma Green Belt Handbook, Second Edition* **Lean Six Sigma Demystified** *The Practical Lean Six Sigma Pocket Guide for Healthcare* **Six Sigma for IT Management - A Pocket Guide** Lean Six Sigma - Quick Study **Rath and Strong's Lean Six Sigma Pocket Guide** **The ASQ Pocket Guide to Statistics for Six Sigma Black Belts** The Black Belt Memory Jogger *The Six Sigma Way: How to Maximize the Impact of Your Change and Improvement Efforts, Second edition* **The Lean Six SIGMA Pocket Guide XL** **The Certified Six Sigma Master Black Belt Handbook** **Lean Six SIGMA and Minitab Six Sigma and Minitab** Getting Things Done **The ASQ Six Sigma Black Belt Pocket Guide** **The Pocket Idiot's Guide to Six Sigma** *The Certified Six Sigma Black Belt Handbook*

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Unlike other pocket guides, this guide is designed specifically to address topics that the author has found to cause problems, issues, and concerns for most Black Belts over the years. As such, its primary purpose is to serve as a useful reference guide for the Black Belt throughout his or her busy day, and particularly in meetings. Though not intended to be a tool guide like other pocket guides or a preparation guide for the ASQ certifications, it will nonetheless serve as a useful reference guide for both the ASQ Black Belt and Master Black Belt certification examinations. Black belts will enjoy reading this pocket guide and find it invaluable in their daily work. This reference manual is designed to help both those interested in passing the exam for ASQ's Certified Six Sigma Yellow Belt (CSSYB) and those who want a handy reference to the appropriate materials needed for successful Six Sigma projects. It is intended to be a reference for both beginners in Six Sigma and those who are already knowledgeable about process improvement and variation reduction. The primary layout of the handbook follows the Body of Knowledge (BoK) for the CSSYB released in 2015. The author has utilized feedback from Six Sigma practitioners and knowledge gained through helping others prepare for exams to create a handbook that will be beneficial to anyone seeking to pass not only the

CSSYB exam but also other Six Sigma exams. In addition to the primary text, the handbook contains numerous appendixes, a comprehensive list of abbreviations, and a CD-ROM with practice exam questions, recorded webinars, and several useful publications. Each chapter includes essay-type questions to test the comprehension of students using this book at colleges and universities. Six Sigma trainers for organizations may find this additional feature useful, as they want their trainees (staff) to not only pass ASQ's Six Sigma exams but have a comprehensive understanding of the Body of Knowledge that will allow them to support real Six Sigma projects in their roles. Bring the miracle of Lean Six Sigma improvement out of manufacturing and into services Much of the U.S. economy is now based on services rather than manufacturing. Yet the majority of books on Six Sigma and Lean--today's major quality improvement initiatives--explain only how to implement these techniques in a manufacturing environment. Lean Six Sigma for Services fills the need for a service-based approach, explaining how companies of all types can cost-effectively translate manufacturing-oriented Lean Six Sigma tools into the service delivery process. Filled with case studies detailing dramatic service improvements in organizations from Lockheed Martin to Stanford University Hospital, this bottom-line book

provides executives and managers with the knowledge they need to: Reduce service costs by 30 to 60 percent
Improve service delivery time by 50 percent
Expand capacity by 20 percent without adding staff
This book is for those in healthcare practices whose customers/payers may be encouraging or requiring them to use Lean Six Sigma in the workplace, or to simply improve the way healthcare is being provided. The book is intended to be a basic, easy-to-read, quick and handy reference to the process improvement topics that are so important in healthcare. The first seven sections of the book cover the basics of Lean Six Sigma ("What is Lean Six Sigma?" through a "Lean Six Sigma Road Map for the Practice") and how it can be applied and implemented in the Practice. The remainder of the pocket guide gives a brief description of the various tools and methodologies used in Lean Six Sigma. Each discussion has purposefully been kept short and simple to allow for basic understanding. Also included are tips of how or when to use the tool. This reference manual is designed to help those interested in passing the ASQ's certification exam for Six Sigma Green Belts and others who want a handy reference to the appropriate materials needed to conduct successful Green Belt projects. It is a reference handbook on running projects for those who are already knowledgeable about process improvement and variation reduction. The primary layout of the

handbook follows the ASQ Body of Knowledge (BoK) for the Certified Six Sigma Green Belt (CSSGB) updated in 2015. The authors were involved with the first edition handbook, and have utilized first edition user comments, numerous Six Sigma practitioners, and their own personal knowledge gained through helping others prepare for exams to bring together a handbook that they hope will be very beneficial to anyone seeking to pass the ASQ or other Green Belt exams. In addition to the primary text, the authors have added a number of new appendixes, an expanded acronym list, new practice exam questions, and other additional materials. Although Lean and Six Sigma appear to be quite different, when used together they have shown to deliver unprecedented improvements to quality and profitability. The Lean Six Sigma Black Belt Handbook: Tools and Methods for Process Acceleration explains how to integrate these seemingly dissimilar approaches to increase production speed while decreasing variations and costs in your organization. Presenting problem-solving tools you can use to immediately determine the sources of the problems in your organization, the book is based on a recent survey that analyzed Six Sigma tools to determine which are the most beneficial. Although it focuses on the most commonly used tools, it also includes coverage of those used a minimum of two times on every five Six Sigma projects. Filled with diagrams of

the tools you'll need, the book supplies a comprehensive framework to help you for organize and process the vast amount of information currently available about Lean, quality management, and continuous improvement process applications. It begins with an overview of Six Sigma, followed by little-known tips for using Lean Six Sigma (LSS) effectively. It examines the LSS quality system, its supporting organization, and the different roles involved. Identifying the theories required to support a contemporary Lean system, the book describes the new skills and technologies that you need to master to be certified at the Lean Six Sigma Black Belt (LSSBB) level. It also covers the advanced non-statistical and statistical tools that are new to the LSSBB body of knowledge. Presenting time-tested insights of a distinguished group of authors, the book provides the understanding required to select the solutions that best fit your organization's aim and culture. It also includes exercises, worksheets, and templates you can easily customize to create your own handbook for continuous process improvement. Designed to make the methodologies you choose easy to follow, the book will help Black Belts and Senseis better engage their employees, as well as provide an integrated and visual process management structure for reporting and sustaining continuous improvement breakthroughs and initiatives. A comprehensive

reference manual to the Certified Six Sigma Master Black Belt Body of Knowledge and study guide for the CSSMBB exam. A Six Sigma mentoring guide presents a clear outline of the DMAIC model and guidelines for implementing specific teaching and leadership methodologies into an organization within a specific timeline. Six Sigma provides a quantitative methodology of continuous (process) improvement and cost reduction, by reducing the amount of variation in process outcomes. The production of a product, be it a tangible product like a car or a more abstract product like a service, consists of a series of processes. All processes consist of a series of steps, events, or activities. Six Sigma measures every step of the process by breaking apart the elements within each process, identifying the critical characteristics, defining and mapping the related processes, understanding the capability of each process, discovering the weak links, and then upgrading the capability of the process. It is only by taking these steps that a business can raise the 'high-water mark' of its performance. IT is now a fundamental part of business and business processes; this book demonstrates how IT can be made to work as an enabler to better business processes, and how the Six Sigma approach can be used to provide a consistent framework for measuring process outcomes. ITIL defines the 'what' of Service Management; Six Sigma defines the 'how' of process

improvement; together they are a perfect fit of improving the quality of IT service delivery and support. The Six Sigma approach also provides measures of process outcomes, and prescribes a consistent approach in how to use these metrics. This Pocket guide, provides a coherent view and guidance for using the Six Sigma approach successfully in IT service organisations. It particularly aims to merge ITIL and Six Sigma into a single approach for continuous improvement of IT service organizations. Six Sigma is a corporate quality improvement system that focuses on identifying and avoiding variations that lead to defects. Defects can take the form of a faulty part, an incorrect customer bill, and everything in between. Six Sigma uses sophisticated data collection and statistical analysis to identify and correct process errors with the ultimate goal of reducing the number of defects to 3.4 per million opportunities. Historically, books on Six Sigma have been aimed at managers and process engineers involved with implementing Six Sigma programs. But recently books aimed at employees not directly involved in Six Sigma implementation have been released and have become the best-performing books on the topic. The Pocket Idiot's Guide to Six Sigma is aimed at this same audience, and The Pocket Idiot's Guide brand and format are a perfect fit for those looking for a quick, easy-to-understand overview of Six Sigma. Praise for The

Lean Six Sigma guide to Doing More with Less "At Frito Lay, we have applied many of the concepts and tools in this book, and we are realizing a five to seven times return on our annual Lean Six Sigma investment." —Tony Mattei, Lean Six Sigma Director, Frito Lay "Ecolab has experienced a sustainable, competitive advantage through Lean Six Sigma. The principles in this book are helping us drive greater value for our share-holders, better service for our customers, and talent development opportunities for our associates." —Jeffrey E. Burt, Vice President and Global Deployment Leader, Lean Six Sigma, Ecolab "This book gives excellent insights into Lean Six Sigma and its strong impact within different industries. We used Lean Six Sigma in numerous process improvement projects, which, in turn, helped to create momentum and set up a process improvement culture. Amid a challenging economic environment, we are accelerating this initiative globally." —Satheesh Mahadevan, Directeur des Processus, Société Générale "Our Lean Six Sigma deployment of the concepts and tools described in this book is transforming our business—with tangible benefits for our employees, customers, suppliers, and shareholders." —Jeffrey Herzfeld, Sr. Vice President and General Manager, Teva Pharmaceuticals USA "We have deployed the holistic Lean Six Sigma strategy described by Mark George across our enterprise. It is providing remarkable returns

for Unum." —Bob Best, Chief Operating Officer, Unum

"The Lean Six Sigma Guide to Doing More with Less presents a comprehensive view of operations transformation, the approaches required for success, leadership's role, and the competitive advantage that results. Transformational changes are enabling us to do more with less, by investing and working smarter." —Ted Doheny, President and COO, Joy Mining Machinery

A practical, straightforward guide to Six Sigma for employees in organizations contemplating or implementing Six Sigma From noted Six Sigma consultant and author George Eckes, Six Sigma for Everyone explains the underpinnings of the revolutionary quality assurance methodology, offers in-depth examples, and outlines the impact and desired end result of implementation. Whereas, most Six Sigma books are written for executives and practitioners of Six Sigma and tend to be overly technical or strategically focused, this book is written specifically for employees of organizations thinking about or already attempting implementation. George Eckes (Superior, CO) is founder, President, and CEO of Eckes & Associates, Inc., a Colorado-based consulting group specializing in results driven by continuous improvement, Six Sigma training and implementation, organizational development, and change management. Among his clients in the United States, Asia, Europe, and Mexico

are Volvo Trucks North America, Honeywell, Wells Fargo, and General Electric. He is also the author of *Six Sigma Team Dynamics* (Wiley: 0-471-22277-1), *Making Six Sigma Last* (Wiley: 0-471-41548-0), and *The Six Sigma Revolution* (Wiley: 0-471-38822-X). Many references on Six Sigma stress the importance of defining processes. All too often, practitioners on a Six Sigma project rely on flowcharts for this crucial step. Unfortunately, flowcharts only show decision points, and the steps taken to reach those decisions are overlooked, including vital departmental interactions and communication patterns. This is the focus of *Defining and Analyzing a Business Process: A Six Sigma Pocket Guide*, which helps to fill the gaps found on flowcharts and provides a more complete big-picture view of the processes. This pocket guide details a methodology on how to analyze your existing processes. The book uses two distinct approaches: first a Business Interaction Model and second an Integrated Flow Diagram. Once the analysis phase is complete, the pocket guide presents a method on how to innovate your process to optimize its operation. The book moves away from the theory and jumps headlong into a systemic approach to change. As a pocket guide, it can easily be used as a reference or as a teaching aid, and is ideal for anyone who uses processes at any level. Typical Lean Six Sigma training takes 10 to 20 days at costs ranging from

\$5,000 to \$40,000 per person Capitalize on a Powerful, 10-Step Improvement Process to Identify and Solve Supply Chain Problems in Industrial Organizations! Six Sigma practitioners and industrial managers who want to improve supply chain effectiveness in their organizations now have a powerful new weapon to add to their arsenal! Lean Six Sigma for Supply Chain Management offers a unique 10-step improvement process for identifying and solving the root causes of supply chain problems in everyday operations. Written by Master Black Belt James William Martin, this proven management tool combines key aspects of Lean Manufacturing (from the Toyota Production System) and Six Sigma management principles in order to create a Lean Six Sigma approach that can dramatically improve supply chain function. Lean Six Sigma for Supply Chain Management contains specific information for developing inventory models, metrics for aligning objectives with strategic goals, a concise overview of supply chain concepts, and models illustrating how lead time and demand impact customer service and inventory investment levels. This vital resource features: A complete program for Lean Six Sigma improvement and control The latest Lean Six Sigma methods to identify and manage supply chains Expert help with Lean Six Sigma supply chains and third party logistics Applications of Lean Six Sigma to MRPII Guidance on

root-cause analysis using Six Sigma tools Designed to help Six Sigma professionals and frontline managers achieve higher levels of competitiveness, Lean Six Sigma for Supply Chain Management provides the guidelines, tools, and techniques required to eliminate supply chain problems and boost company performance. Whether curious as to how Lean Six Sigma works, in training for certification or a very experienced champion, everyone will find this tool essential as the ultimate quick reference guide to the combined process improvement methods of Lean and Six Sigma. This amazingly thorough 6-page laminated guide was developed by Craig Gygi, best-selling author, trainer, consultant, and internationally recognized leader in operational excellence. Color-coded sections, diagrams, examples, definitions, equations, flow of the process and tools for improvement are organized and designed for ease of reading and referencing at a moments notice. See for yourself, and then order a set for your team or organization. Suggested uses: * Introduction - curious about Lean Six Sigma as a certification or for implementation within your business * Training Tool - certification for yourself, your company or your team * Expert or Practitioner - as a handy reference to core principles or tools like charts and equations, but also as a giveaway to colleagues who need some support * Team - make this your company crib sheet The

companion follow-up to one of the bestselling Six Sigma books ever published. An alarming number of Six Sigma projects are failing—not because of misuse of Six Sigma's statistical tools but because of internal politics and poor communication between team members and the rest of the organization. The Rath & Strong's Six Sigma Team Pocket Guide helps team leaders and members reverse this trend, explaining the interpersonal and political skills needed to make each Six Sigma project a success. Written in the "pocket guide" format that proved so successful with the first Rath & Strong guide, and based on the firm's popular Six Sigma training workshops, this handy reference will show Six Sigma team leaders and members how to:

- Get buy-in and cooperation from all levels of the organization
- Lead or participate in productive team meetings
- Plan the people/team side just as they would plan the technical side
- Meet all your customers' needs—and your company's goals—with the tools and techniques of Lean Six Sigma

2 top-quality guides in 1 powerful eBook package! When you combine Lean Production and Six Sigma, you can't fail to deliver positive results on a continual basis. This powerful mix—called Lean Six Sigma—is what some of the world's most successful organizations use to launch themselves ahead of the competition—and stay there. Now, from one convenient ebook, you can access everything you need to

accomplish the same goals. Lean Six Sigma—An Introduction and Toolkit provides all the background and tools you need to start your company on the path to long-term success. This two-in-one ebook contains: What Is Lean Six Sigma? This plain-English guide explains how you can use Lean Six Sigma to identify and eliminate waste, cut costs, and grow revenue. Featuring charts, diagrams, and case studies, it walks you through all the fundamentals, explaining the "four keys" and how they apply to your own job: Delight your customers with speed and quality Improve your processes Work together for maximum gain Base decisions on data and facts The Lean Six Sigma Pocket Toolbox The Lean Six Sigma Pocket Toolbook is today's most complete and results-based reference to the tools and concepts you need to understand, implement, and leverage Lean Six Sigma. This hands-on reference provides: Analyses of nearly 100 tools and methodologies--from DMAIC and Pull Systems to Control Charts and Pareto Charts Detailed explanations of each tool to help you know how, when, and why to use it for maximum efficacy Sections for each tool explaining how to create it, how to interpret what you find, and expert tips With the growing business industry there is a large demand for greater speed and quality, for projects of all natures in both small and large businesses. Lean Six Sigma is the result of the combination of the two best-known improvement

methods: Six Sigma (making work better, of higher quality) and Lean (making work faster, more efficient). Lean Six Sigma For Dummies outlines the key concepts in plain English, and shows you how to use the right tools, in the right place, and in the right way, not just in improvement and design projects, but also in your day-to-day activities. It shows you how to ensure the key principles and concepts of Lean Six Sigma become a natural part of how you do things so you can get the best out of your business and accomplish your goals better, faster and cheaper. About the author John Morgan has been a Director of Catalyst Consulting, Europe's leading provider of lean Six Sigma solutions for 10 years. Martin Brenig-Jones is also a Director at Catalyst Consulting. He is an expert in Quality and Change Management and has worked in the field for 16 years. TWO PROVEN TOOLS FOR SUCCESS IN ONE STEP-BY-STEP POCKET GUIDE Whether you've been using Six Sigma for years or are just starting to, you know it takes hard work to get it right. But WorkOut, developed by General Electric, can increase Six Sigma's success. Rath & Strong's WorkOut for Six Sigma Pocket Guide shows you how, with an action-ready game plan that you can apply to your initiative - right now. Learn how to: Set the stage for Six Sigma's success Find out if you're in trouble - and get back on track Make a good Six Sigma initiative even better See actual results--in less than

three months "If you want to bring the power of WorkOut to Six Sigma, this pocket guide is an invaluable tool."--Ron Ashkenas, co-author of The GE Work-Out Six Sigma: A data-driven approach to meeting customer requirements, solving process problems, and achieving bottom-line results. WorkOut: The revolutionary problem-solving program that brings management and workers together to bust bureaucracy. Companies worldwide use Six Sigma to measure and improve performance. Others use WorkOut to get quick bottom-line results and empower their workforce. But few enjoy the enormous success General Electric achieved by combining these approaches. Rath & Strong shows you how to get that synergy, with a handy pocket guide full of charts, checklists, assessment tools, and cases that help you: Prepare for, reenergize, or enhance a Six Sigma initiative Use a fast, simple alternative to Six Sigma Make your culture more participative, data-driven, and customer-focused Engage your front-line workers in Six Sigma "The Six Sigma Memory Jogger II is a great source for you and everyone in your organization to incorporate the Six Sigma philosophy and learn the tools currently being used to meet Six Sigma requirements." --Inside cover. "The Lean Six Sigma Pocket Toolbook blends Lean and Six Sigma tools and concepts, providing expert advice on how to determine which tool within a 'family' is best for different purposes. Packed

with detailed examples and step-by-step instructions, it's the ideal handy reference guide to help Green and Black Belts make the transition from the classroom to the field."--Resource description page. Vital tools for implementing Lean Six Sigma--what they are, how they work, and which to use The Lean Six Sigma Pocket Toolbook is today's most complete and results-based reference to the tools and concepts needed to understand, implement, and leverage Lean Six Sigma. The only guide that groups tools by purpose and use, this hands-on reference provides: Analyses of nearly 100 tools and methodologies--from DMAIC and Pull Systems to Control Charts and Pareto Charts Detailed explanations of each tool to help you know how, when, and why to use it for maximum efficacy Sections for each tool explaining how to create it, how to interpret what you find, and expert tips Lean Six Sigma is today's leading technique to maximize production efficiency and maintain control over each step in the managerial process. With The Lean Six Sigma Pocket Toolbook, you'll discover how to propel your organization to new levels of competitive success--one tool at a time. Unlike other pocket guides, this guide is designed specifically to address topics that the author has found to cause problems, issues, and concerns for most Black Belts over the years. As such, its primary purpose is to serve as a useful reference guide for the Black Belt throughout

his or her busy day, and particularly in meetings. Though not intended to be a tool guide like other pocket guides or a preparation guide for the ASQ certifications, it will nonetheless serve as a useful reference guide for both the ASQ Black Belt and Master Black Belt certification examinations. Black belts will enjoy reading this pocket guide and find it invaluable in their daily work. A simple, take-along guide to achieving lasting business results. A companion to the bestselling Rath & Strong Pocket Guide to Six Sigma, Rath & Strong's Pocket Guide to Advanced Six Sigma Tools is designed to help Six Sigma black belts, green belts, and team leaders from every field to implement the most powerful tools in Six Sigma without getting bogged down in statistical theory. This pocket-sized field guide provides practical advice on the use of advanced tools, such as: sampling, analysis of variance, multiple regression, and design of experiments. Each tool is explained in easy-to-understand language, permitting the reader to solve real-world problems in any area of business. Covers step-by-step implementation of the most important Six Sigma tools. Features a heavy emphasis on applying the best tools to solve practical business problems. Explains how to use Microsoft Excel and Minitab statistical software to simplify the process. The Breakthrough Program for Increasing Quality, Shortening Cycle Times, and Creating Shareholder Value In Every Area of Your

Organization Time and quality are the two most important metrics in improving any company's production and profit performance. Lean Six Sigma explains how to impact your company's performance in each, by combining the strength of today's two most important initiatives Lean Production and Six Sigma into one integrated program. The first book to provide a step-by-step roadmap for profiting from the best elements of Lean and Six Sigma, this breakthrough volume will show you how to: Achieve major cost and lead time reductions this year Compress order-to-delivery cycle times Battle process variation and waste throughout your organization Separately, Lean Production and Six Sigma have changed the face of the manufacturing business. Together, they become an unprecedented tool for improving product and process quality, production efficiency, and across-the-board profitability. Lean Six Sigma introduces you to today's most dynamic program for streamlining the performance of both your production department and your back office, and providing you with the cost reduction and quality improvements you need to stay one step ahead of your competitors. "Lean Six Sigma shows how Lean and Six Sigma methods complement and reinforce each other. It also provides a detailed roadmap of implementation so you can start seeing significant returns in less than a year."--From the Preface Businesses fundamentally exist to provide

returns to their stakeholders. Lean Six Sigma outlines a program for combining the synergies of these two initiatives to provide your organization with greater speed, less process variation, and more bottom-line impact than ever before. A hands-on guidebook for integrating the production efficiencies of the Lean Enterprise with the cost and quality tools of Six Sigma, this breakthrough book features detailed insights on: The Lean Six Sigma Value Proposition How combining Lean and Six Sigma provides unmatched potential for improving shareholder value The Lean Six Sigma Implementation Process How to prepare your organization for a seamless incorporation of Lean Six Sigma tools and techniques Leveraging Lean Six Sigma Strategies for extending Lean Six Sigma's reach within and beyond your corporate walls "Variation is evil."--Jack Welch Six Sigma was the zero-variation quality lynchpin around which Jack Welch transformed GE into one of the world's most efficient and valuable corporations. Lean Production helped Toyota cut waste, slash costs, and substantially improve resource utilization and cycle times. Yet, as both would admit, there was still room for improvement. Lean Six Sigma takes you to the next level of improvement, one that for the first time unites product and process excellence with the goal of enhancing shareholder value creation. Providing insights into the application of Lean

Six Sigma to both the manufacturing processes and the less-data-rich service and transactional processes, it promises to revolutionize the performance efficiencies in virtually every area of your organization as it positively and dramatically impacts your shareholder value. The Definitive Work on Six Sigma—Revised and Fully Updated Upon its publication in 2000, *The Six Sigma Way* was among the very first books to clearly explain the impressive benefits of Six Sigma's improvement-driven and customer-centric approach to business leaders and managers. It revealed how GE, Motorola, and other companies used Six Sigma to fine-tune products and processes, improve performance, reduce costs, build customer loyalty, and increase profits. Corporate leaders around the world heeded the call and began implementing the tools of this world-changing performance improvement. In short, this book changed the world of business and organization improvement forever. Now, this author dream team has revisited the subject to bring you fully up to date about how Six Sigma has been used—for better and for worse—during the past 14 years. This new edition of *The Six Sigma Way* retains everything from the original classic—what Six Sigma is, how it works, and how to adapt it to your particular needs—while providing valuable new sections on lessons learned and setting the record straight regarding myths and misunderstandings perpetuated over the years. This

all-in-one guide provides: Practical Six Sigma implementation guidelines anyone can understand New insights from managers who successfully applied the advice from the first edition Detailed case studies from such companies as Adobe, Macy's, and Starwood Hands-on "maps" that guide you through key decisions you must make The definitive guide to successfully implementing Lean Six Sigma approaches into any organization is essential for any manager who wants to stop thinking about building a continuous improvement culture—and actually make it happen. Business has changed dramatically in recent years. Being second best used to be an option; today, being the best is the only way to survive. Take charge of your company's future and make positive changes The Six Sigma Way. ALLEN/GETTING THINGS DONE

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