

# All Six Sigma Project Examples

Lean Six Sigma for Supply Chain Management, Second Edition  
Six Sigma with R  
Six Sigma Team Dynamics  
Six Sigma in HR Transformation  
A Guide to Lean Six Sigma Management Skills  
The Six Sigma Handbook, Third Edition  
Transactional Six Sigma and Lean Servicing  
The Complete Idiot's Guide to Lean Six Sigma  
Six Sigma For Dummies  
Six Sigma for Small Business  
The Pocket Idiot's Guide to Six Sigma  
Six Sigma Green Belt Certification Project  
Six Sigma for Everyone  
A Guide to Six Sigma and Process Improvement for Practitioners and Students  
The ASQ CSSGB Study Guide  
Statistics for Six Sigma Made Easy! Revised and Expanded Second Edition  
Leading Six Sigma  
Lean Six Sigma Statistics  
The Six Sigma Way, Chapter 9 - Preparing Black Belts and Other Key Roles  
Profit From Six Sigma  
Statistics for Six Sigma Black Belts  
The Balanced Scorecard  
The Certified Six Sigma Yellow Belt Handbook  
An Integrated Company-Wide Management System  
Six Sigma for Business Excellence: Approach, Tools and Applications  
Implementing Six Sigma  
The Lean Six Sigma Black Belt Handbook  
Six Sigma for Organizational Excellence  
Lean Six Sigma that Works  
Lean Six Sigma Logistics  
Essentials of Lean Six Sigma  
Lean Six Sigma in Service  
Process Improvement Using Six Sigma  
8 Steps to Problem Solving - Six Sigma  
Lean Six Sigma Case Studies in the Healthcare Enterprise  
Six Sigma Demystified, Second Edition  
Six Sigma Team Dynamics  
The Six Sigma Project Planner  
Lean Six Sigma Service Excellence  
The Six Sigma Project Planner

## **Lean Six Sigma for Supply Chain Management, Second Edition**

The purpose of this book is to provide the practitioner with the necessary tools and techniques with which to implement a systematic approach to process improvement initiatives using the Six Sigma methodology.

### **Six Sigma with R**

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

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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.

### **Six Sigma Team Dynamics**

If lean manufacturing moves your products through processes faster, and Six Sigma improves their quality, just imagine what combining these two powerful disciplines will do for you! Lean Six Sigma That Works provides the key to transforming your results in any manufacturing environment, giving you detailed, practical processes that let you leave the conference room, and get right to work. A strong and sensible combination of the "why" and the "how," this book gives you a step-by-step improvement plan, plus a thorough understanding of: \* cost, cash flow, materials velocity, lead time, balance, waste, and non-value-added processes \* value stream mapping and the DMAIC process for solving problems and improving quality profitability \* how every form of waste impacts customer satisfaction and the bottom line \* and much more Whether you're a seasoned professional, or implementing your first lean sigma project, this invaluable guide offers you a clear path to higher quality, customer loyalty, and increased efficiency.

### **Six Sigma in HR Transformation**

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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).

### **A Guide to Lean Six Sigma Management Skills**

A full, expert discussion of the last major component of Six Sigma implementation. George Eckes' first two books on Six Sigma—*The Six Sigma Revolution* and *Making Six Sigma Last*—dealt with Six Sigma from a

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strategic level and from a cultural level, respectively. Six Sigma Team Dynamics covers the last component of Six Sigma-improving team processes. The successful completion of Six Sigma depends on teams working together and applying a proven methodology that defines, measures, analyzes, improves, and controls the process. These team dynamics and the roles and responsibilities of all constituencies are the last remaining key to successful Six Sigma implementation.

### **The Six Sigma Handbook, Third Edition**

This book provides a detailed description of how to apply Lean Six Sigma in the health care industry, with a special emphasis on process improvement and operations management in hospitals. The book begins with a description of the Enterprise Performance Excellence (EPE) improvement methodology developed by the author that links several methodologies including systems thinking, theory of constraints, Lean and Six Sigma to provide an enterprise-wide prioritization and value-chain view of health care. The EPE methodology helps to improve flow at the macro or value-chain level, and then identifies Lean Six Sigma detailed improvements that can further improve processes within the value-chain. The book also provides real-world health care applications of the EPE and Lean Six Sigma methodologies that showed significant results on throughput, capacity, operational and financial performance. The Enterprise Performance Excellence methodology is described, and also the Six Sigma

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DMAIC (Define-Measure-Analyze-Improve-Control) problem solving approach which is used to solve problems for health care processes as they are applied to real world cases. The case studies include a wide variety of processes and problems including: emergency department throughput improvement; operating room turnaround; operating room organization; CT imaging diagnostic test reduction in an emergency department; linen process improvement; implementing sepsis protocols in an emergency department; critical success factors of an enterprise performance excellence program.

### **Transactional Six Sigma and Lean Servicing**

Project management strategies for meeting Six Sigma project goals--on time and on budget The Six Sigma Project Planner shows leaders how to use project management tools to complete Six Sigma improvements on time and on budget. The Planner provides dozens of reproducible project management tools for following the proven Define-Measure-Analyze-Improve- Control (DMAIC) process improvement format. Readers who follow its guidelines will be able to quickly and effectively: Determine a Six Sigma project's ROI Correct problems in current processes Develop and implement entirely new processes

### **The Complete Idiot's Guide to Lean Six Sigma**

A Six Sigma pioneer from Jack Welch's original team

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at GE shows you how to bring big improvements to your small business Six Sigma for Small Business is the first book to apply six sigma to the unique challenges of a small business. It shows how to use the methodology in all aspects of business to identify and fix problems, with chapters on: accounting, finance, sales and marketing, purchasing a business, human resources, and developing new products. It walks you through a step-by-step implementation of six sigma, describing how to identify needs, develop metrics, and set objectives. It also provides real-life examples of small-business six sigma success stories.

### **Six Sigma For Dummies**

Here is a chapter from The Six Sigma Way, which reveals how GE, Motorola, and numerous other companies are successfully using Six Sigma to fine-tune products and processes, improve performance, and increase profits. Now you can read the roadmap for implementing Six Sigma in your manufacturing or service organization. The authors--who have worked with some of the most visible Six Sigma companies including GE--provide step-by-step guidance and practical implementation guidelines.

### **Six Sigma for Small Business**

Six Sigma for Business Excellence: Approach, Tools, and Applications, based on the author's first-hand experience in quality engineering, provides a comprehensive coverage of the Six Sigma methodology. This book provides the complete study

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material for students taking the certified Six Sigma Black Belt and Green Belt examinations conducted internationally by the American Society for Quality (ASQ). At the same time, it adequately fills the need of management professionals with numerous application examples and case studies providing an insight into the practical aspect of implementing Six Sigma tools. The book begins with providing an overview of the evolution of Six Sigma, explains the basic concepts and then takes the readers step by step through the process. The focus is more on enabling the implementation of the Six Sigma tools by providing illustrations, tables, application examples, and templates as well as Minitab and Excel data files for project work and exercises in the soft form on a CD accompanying the book. The templates carried in the book include the Sigma calculator, Six Sigma project review checklist, process mapping, confidence intervals, hypothesis tests, project charter, and measurement systems analysis (Gauge R & R Study). The CD also contains a 30-day trial version of the Minitab and SigmaXL software programs.

### **The Pocket Idiot's Guide to Six Sigma**

Six Sigma has arisen in the last two decades as a breakthrough Quality Management Methodology. With Six Sigma, we are solving problems and improving processes using as a basis one of the most powerful tools of human development: the scientific method. For the analysis of data, Six Sigma requires the use of statistical software, being R an Open Source option that fulfills this requirement. R is a software system

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that includes a programming language widely used in academic and research departments. Nowadays, it is becoming a real alternative within corporate environments. The aim of this book is to show how R can be used as the software tool in the development of Six Sigma projects. The book includes a gentle introduction to Six Sigma and a variety of examples showing how to use R within real situations. It has been conceived as a self contained piece. Therefore, it is addressed not only to Six Sigma practitioners, but also to professionals trying to initiate themselves in this management methodology. The book may be used as a text book as well.

### **Six Sigma Green Belt Certification Project**

Drawing on experience at the highest levels of the world's largest organizations, this book offers an insider's view of what it really takes to lead successful quality implementations. The authors focus on the issues most crucial to senior managers, including comprehensive coverage of Six Sigma planning, implementation, and deployment.

### **Six Sigma for Everyone**

Practice questions and test to aid those studying to take the ASQ Certified Six Sigma Green Belt exam.

### **A Guide to Six Sigma and Process Improvement for Practitioners and Students**

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In summary, the purpose of Six Sigma management is to “promote joy in work” for all employees so that they have the energy to participate in the improvement and innovation projects identified from the organizational dashboard! —Howard S Gitlow

Authored by Dr, Howard Gitlow, one of the most respected Six Sigma Master Black Belts, this well-organized volume demonstrates the implementation of quality improvements into the all areas of the workplace from the shop floor through a company’s executive offices. Illustrating his points with a number of case studies, the book provides a compelling argument as to why Six Sigma should be the preferred approach. It also explains how to build an organization that both encourages and values the input of quality teams, and details the steps they must take to implement and maintain lean initiatives.

Dr. Howard S. Gitlow is Executive Director of the Institute for the Study of Quality, Director of the Master of Science degree in Management Science, and a Professor of Management Science, School of Business Administration, University of Miami, Coral Gables, Florida. He was a Visiting Professor at the Stern School of Business at New York University in 2007, and a Visiting Professor at the Science University of Tokyo in 1990 where he studied with Dr. Noriaki Kano. He received his Ph.D. in Statistics (1974), M.B.A. (1972), and B.S. in Statistics (1969) from New York University. His areas of specialization are Six Sigma Management, Dr. Deming’s theory of management, Japanese Total Quality Control, and statistical quality control. Dr. Gitlow has consulted and co-taught courses with Dr. W. Edwards Deming

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and Dr. Noriaki Kano (Science University of Tokyo). Dr. Gitlow is a Six Sigma Master Black Belt, a Fellow of the American Society for Quality, and a member of the American Statistical Association. He has served on the editorial boards of four journals. His list of consulting clients includes universities, consulting firms, city governments, healthcare organizations, insurance companies, utilities, manufacturing organizations, and service organizations. Dr. Gitlow has testified in 24 legal cases involving the following issues: critiquing and developing sampling plans, discrimination (age, race, gender, country of origin, and ethnicity), anti-trust, game fixing, jury selection, and cost/benefit analysis.

### **The ASQ CSSGB Study Guide**

Master modern Six Sigma implementation with the most complete, up-to-date guide for Green Belts, Black Belts, Champions and students! Now fully updated with the latest lean and process control applications, *A Guide to Lean Six Sigma and Process Improvement for Practitioners and Students, Second Edition* gives you a complete executive framework for understanding quality and implementing Lean Six Sigma. Whether you're a green belt, black belt, champion, or student, Howard Gitlow and Richard Melnyck cover all you need to know. Step by step, they systematically walk you through the five-step DMAIC implementation process, with detailed examples and many real-world case studies. You'll find practical coverage of Six Sigma statistics and management techniques, from dashboards and

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control charts to hypothesis testing and experiment design. Drawing on their extensive experience consulting on Six Sigma and leading major Lean and quality initiatives, Gitlow and Melnyck offer up-to-date coverage of: What Six Sigma can do, and how to manage it effectively Six Sigma roles, responsibilities, and terminology Running Six Sigma programs with Dashboards and Control Charts Mastering each DMAIC phase: Define, Measure, Analyze, Improve, Control Understanding foundational Six Sigma statistics: probability, probability distributions, sampling distributions, and interval estimation Pursuing Six Sigma Champion or Green Belt Certification, and more This guide will be an invaluable resource for everyone who is currently involved in Six Sigma implementation, or plans to be. It's ideal for students in quality programs; "Green Belts" who project manage Six Sigma implementations, "Black Belts" who lead Six Sigma teams; "Champions" who promote and coordinate Six Sigma at the executive level; and anyone seeking Six Sigma certification.

### **Statistics for Six Sigma Made Easy! Revised and Expanded Second Edition**

The Balanced Scorecard translates a company's vision and strategy into a coherent set of performance measures. The four perspectives of the scorecard--financial measures, customer knowledge, internal business processes, and learning and growth--offer a balance between short-term and long-term objectives, between outcomes desired and performance drivers of those outcomes, and between

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hard objective measures and softer, more subjective measures. In the first part, Kaplan and Norton provide the theoretical foundations for the Balanced Scorecard; in the second part, they describe the steps organizations must take to build their own Scorecards; and, finally, they discuss how the Balanced Scorecard can be used as a driver of change.

### **Leading Six Sigma**

A full, expert discussion of the last major component of Six Sigma implementation George Eckes' first two books on Six Sigma-The Six Sigma Revolution and Making Six Sigma Last-dealt with Six Sigma from a strategic level and from a cultural level, respectively. Six Sigma Team Dynamics covers the last component of Six Sigma-improving team processes. The successful completion of Six Sigma depends on teams working together and applying a proven methodology that defines, measures, analyzes, improves, and controls the process. These team dynamics and the roles and responsibilities of all constituencies are the last remaining key to successful Six Sigma implementation.

### **Lean Six Sigma Statistics**

This book is written for the Six Sigma Black Belt who needs an understanding of many statistical methods but does not use all of these methods every day. It is intended to be used as a quick reference, providing basic details, step-by-step instructions, and Minitab

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statistical software instructions. Six Sigma Black Belts typically use a statistical program such as Minitab to perform calculations, but an understanding of the underlying statistics is still needed. Anybody can type data into a program; a Black Belt must be capable of understanding which hypothesis test is appropriate for a given use, as well as the assumptions that must be met to correctly perform the hypothesis test. The methods presented here are laid out according to the Six Sigma DMAIC (Define, Measure, Analyze, Improve, Control) phases in which they are typically used. However, these methods can also be applied outside of a Six Sigma project, such as when one simply needs to determine whether there is a difference in the means of two processes producing the same parts. A Six Sigma Black Belt using Statistics for Six Sigma Black Belts will be able to quickly zero in on appropriate methods and follow the examples to reach the correct statistical conclusions.

### **The Six Sigma Way, Chapter 9 - Preparing Black Belts and Other Key Roles**

The perfect prescription for any organization increasingly popular with large and mid-sized companies around the world, Lean Six Sigma is the new hybridization of Six Sigma and Lean methodologies, and there is no better approach for achieving operational excellence in an organization. But how do you implement Lean Six Sigma, and what does it entail? The Complete Idiot's Guide to Lean Six Sigma answers this question with unprecedented

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clarity and turnkey elegance. Part one gives you all the background you need to understand Lean Six Sigma - what it is, where it came from, what it has done for so many organizations and what it can do for you and your company. Parts two and three of the book give you a prescribed yet flexible roadmap to follow in selecting, enacting and realizing improvements from Lean Six Sigma projects. Within this step-by-step structure, the authors demonstrate when and how to use the many Lean Six Sigma statistics and 'tools', packing the pages with diagrams, real-life examples, templates, tips and advice. If you are a Green Belt or a Black Belt, or trainee, these two parts will be invaluable to you. The Complete Idiot's Guide to Lean Six Sigma is the first book of its kind to integrate the Lean Six Sigma tools within a clear stepwise progression, so readers know when and how to actually apply them in their jobs. As such, this book is superior as a companion to any corporate or organizational Lean Six Sigma 'deployment'. No more complex hodgepodge. Other books about Lean and/or Six Sigma tend to provide a lot of good information, tools and statistics, but mostly in a disconnected way, not in a way that is straightforward and user friendly. This makes an already complex subject seem still complex to the neophyte reader. On the other hand, the structure and progression of this book unfolds Lean Six Sigma in a way that a reader can easily become a user, and move more quickly from knowledge to application. Therefore, using The Complete Idiot's Guide to Lean Six Sigma, you know why the statistics are important and where to use them, because this is made clear. You know how and when to use a Pareto

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Chart, or do a Stakeholder Analysis, or conduct a Failure Mode and Effects Analysis (FMEA). You not only get fully primed on all the parts and parcels of Lean Six Sigma, but you truly learn enough to become dangerous - in a good way! In a way that makes you more valuable to your organization. Also for Lean Six Sigma leaders, not just practitioners. Just as a Lean Six Sigma practitioner follows a proven formula for process improvement, a Lean Six Sigma Leader generally follows a process for achieving organizational transformation. This is why the final part of the book focuses on what a Lean Six Sigma leader or Champion needs to know and do to be successful - again according to a detailed step-by-step process that can be followed exactly or modified to fit specific needs. This includes: ? Identifying and selecting Lean Six Sigma projects. ? Understanding the process of organizational transformation. ? Installing an infrastructure for Lean Six Sigma deployment.

### **Profit From Six Sigma**

Speed to market, reducing costs, and accelerating leadtimes are vital for survival in today's competitive environment. Inventory is no longer considered an asset, and strategies are needed to operate with minimal inventories. Lean Six Sigma Logistics provides the vehicle to solidify strategic position, win over customers, and achieve

### **Statistics for Six Sigma Black Belts**

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This book offers a comprehensive guide to implementing a company-wide management system (CWMS), utilising up-to-date methodologies of lean-six sigma in order to achieve high levels of business excellence. It builds the foundation for quality and continuous improvement, which can be implemented in any organization. The book begins with an introduction to and an overview of CWMSs, and reviews the existing literature on various management systems. It then discusses the integration and implementation of lean-six sigma in supply chain management. The integration approach presented highlights the link between the existing management systems and shows how continuous improvement methodologies are incorporated. The book then examines the components of CWMS, comparing them to other systems. It also explores Kano-based six sigma and concludes with further recommendations for reading. This book covers five management systems integrated into one novel approach that can be followed by organizations wishing to achieve quality and business excellence. Covering lean-six sigma – an essential element of management systems – it is a valuable resource for practitioners and academics alike.

### **The Balanced Scorecard**

Current books on Lean Six Sigma for service or transactional organizations either require a significant technical background, or are rather conceptual in nature and lack the detail of the tools, how to use them, and the practical skill-building

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exercises needed to give readers the ability to actually implement Lean Six Sigma in their

### **The Certified Six Sigma Yellow Belt Handbook**

The marriage between Lean Manufacturing and Six Sigma has proven to be a powerful tool for cutting waste and improving the organization's operations. This third book in the Six Sigma Operations series picks up where other books on the subject leave off by providing the six sigma practitioners with a statistical guide for solving problems they may encounter in implementing and managing a Lean Six Sigma program. The book draws its examples from all sectors of business ranging from financial to manufacturing providing the reader with a wealth of case studies and as numerous worked out equations which are designed to facilitate the full potential of any Lean Six Sigma project.

### **An Integrated Company-Wide Management System**

In the business world, especially in manufacturing or quality management, the term Six Sigma usually refers to a set of tools and methodologies developed by Motorola to improve processes by eliminating defects. So why should the HR professional care what Six Sigma is or how it can be applied in the HR function? According to the specialists at Orion Partners, there are ten key reasons: \* to create excellence in process delivery; \* to reduce defects; \*

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to increase efficiency; \* to create a quality focused mindset; \* to benefit from best practice; \* to bring clarity to the processes of HR; \* to use a structured scientific approach; \* to speak the same language and improve communication; \* to gain control over your processes; \* and to strengthen your business case. Mircea Albeanu and Ian Hunter explain some of the basic concepts to show how applying Six Sigma tools and methodologies can be used to manage the practical challenges of improving HR operations to meet your organization's expectations at a lower cost and with greater efficiency. To help illustrate some of the key messages examples are drawn from Orion Partners' work using Six Sigma tools with international organizations over the last seven years. This concise guide is ideal for project and programme managers involved in business transformation, and for HR managers as well as Six Sigma specialists seeking to understand its applications within human resources.

About The Gower HR Transformation Series: The Human Resources function faces a continuing challenge to its role and purpose, in many organizations it has suffered from serious under-representation at strategic, board level. Yet, faced with the challenges of globalism, the need to innovate, manage knowledge, attract and retain the very best employees, organizations need an HR function that can lead from the front. The process of transforming the function is complex and rarely linear. It includes the practical challenges of improving HR operations to meet customer expectations at lower cost and with greater efficiency. The Gower HR Transformation Series will help; it uses a blend of conceptual frameworks, practical advice

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and global case study examples to cover each of the main elements of the HR transformation process. The books in the series follow a standard format to make them easy to read and reference. Together, the titles create a definitive guide from one of the leading specialist HR transformation consultancies; an organization that has been involved in HR transformation for clients as diverse as Bombardier Transportation, Marks & Spencer, Barnardo's, Oxfam, Schrodgers, UnitedHealth Group, Nestlé, BP, HM Prison Service, Transport for London and Vodafone.

### **Six Sigma for Business Excellence: Approach, Tools and Applications**

In real life, data is messy and doesn't always fit into normal statistical distributions. This is especially true in service industries where the variables are, well, variable and directly related to and measured by the constantly changing needs of customers. As the breadth and depth of tools available has increased across the integrated Lean Six Sigma landscape, their integrated application has become more complex. Filled with case studies using real-world data, *Lean Six Sigma in Service: Applications and Case Studies* demonstrates how to integrate a suite of tools to make sense of an unstructured problem and focus on what is critical to customers. Using a clean, clear writing style that is not overly technical, the author describes the Six Sigma DMAIC (Define-Measure-Analyze-Improve-Control) and Design for Six Sigma IDDOV (Identify-Define-Design-Optimize-Validate) problem solving approaches and how they can be

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applied to service and transaction-related processes. The case studies illustrate the application of Lean Six Sigma tools to a wide variety of processes and problems including, but not limited to financial process improvement, designing a recruiting process, managing a college's assets, and improving educational processes. Examples of tools include Pareto analysis, cause and effect analysis, failure mode and effects analysis, statistical process control, SIPOC, process flow charts, project management tools, cost of quality analysis, and Lean tools, such as 5S, 8 wastes, and the 5 whys. Ultimately, the Lean Six Sigma team must show improvement against the metrics that assess customer satisfaction. This book includes strategies for integrating Lean Six Sigma tools into measurable improvement processes and eliminating the root causes of problems. With its inclusion of case studies and an alternative approach to the material, the book provides an instant understanding of how others have successfully applied Lean Six Sigma tools. This understanding then translates into processes that can be applied to any service organization.

### **Implementing Six Sigma**

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

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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

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provide an integrated and visual process management structure for reporting and sustaining continuous improvement breakthroughs and initiatives.

### **The Lean Six Sigma Black Belt Handbook**

Includes new and expanded coverage of Six Sigma infrastructure building and benchmarking. Provides plans, checklists, metrics, and pitfalls.

### **Six Sigma for Organizational Excellence**

Service industries have traditionally lagged manufacturing in adoption of quality management strategies and Six Sigma is no exception. While there are a growing number of books on applying the hot topics of Six Sigma and Lean Manufacturing concepts in a manufacturing environment, there has not been a mainstream book that applies these techniques in a service environment, until now. Transactional Six Sigma and Lean Servicing™: Leveraging Manufacturing Concepts to Achieve World Class Service is a ground breaking "how-to" book that serves as a practical guide for implementing Six Sigma and Lean Manufacturing methods in a transactional service oriented environment. It uses real case studies and examples to show how Six Sigma and Lean Servicing™ techniques have been implemented and proven effective in achieving substantial documented results. Lean Servicing™ is the author's own term used to describe the application of Lean Manufacturing concepts to

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transactional and service processes. Liberal use of examples, graphics, and tables will assist you in grasping the difficult concepts. Transactional Six Sigma and Lean Servicing™ covers both theory and practical application of Lean Servicing™, Six Sigma DMAIC and Six Sigma DFSS concepts and methods so you can implement them effectively in your service organization and achieve reduced costs and a new level of service excellence.

### **Lean Six Sigma that Works**

A PLAIN ENGLISH GUIDE TO SOLVING REAL-WORLD PROBLEMS WITH SIX SIGMA Six Sigma is one of the most effective strategies for improving processes, creating better products, and boosting customer satisfaction, but business leaders often balk at its reputation for being too complex. Don't fall into that trap. Six Sigma is simple to understand and implement--if you have Statistics for Six Sigma Made Easy! Warren Brussee has helped businesses save millions of dollars with Six Sigma, and he explains how you can achieve similar results in this step-by-step guide. He presents a thorough overview of the Six Sigma methodology and techniques for successful implementation, as well as a clear explanation of DMAIC--the problem-solving method used by Six Sigma Greenbelts. Statistics for Six Sigma Made Easy! provides: A simplified form of the most common Six Sigma tools All the basic Six Sigma formulas and tables Dozens of Six Sigma statistical problem-solving case studies A matrix for finding the right statistical tool to meet your needs Basic Greenbelt training in

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one concise reference Best of all, no background in statistics is required--you can start improving quality and initiating cost-saving improvements right away. *Statistics for Six Sigma Made Easy!* is the only reference you need to facilitate real-world application of Six Sigma tools.

### **Lean Six Sigma Logistics**

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.

### **Essentials of Lean Six Sigma**

Mohit Sharma is a Genpact Certified Master Black Belt, | ASQ Certified Black Belt and Motorola Certified

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GB. He brings his wealth of experience into this book and shares information, insights, tips and case studies. 8 Steps to Problem Solving – Six Sigma is targeted at top and middle level management professionals. The objective of this book is to give the readers an overview on how to drive continuous improvement within their organisations. The author says in his introduction, “It is my sincere effort to provide readers real-time scenarios to make the learning process more practical. This is why the examples illustrated in this book are from real-life projects, either executed or mentored by me, in the past 15 years.” 8 Steps to Problem Solving – Six Sigma is a handy book for those who want to enhance their careers and their organisations. The real-life case studies and the solutions to problems organisations face have been succinctly outlined by Mr. Sharma to help readers drive persistent change and enhancement.

### **Lean Six Sigma in Service**

Six Sigma is a management program that provides tools that help manufacturers obtain efficient, stream-lined production to coincide with ultimate high quality products. Essentials of Lean Six Sigma will show how the well-regarded analytical tools of Six Sigma quality control can be successfully brought into the well-established models of “lean manufacturing, bringing efficient, stream-lined production and high quality product readily together. This book offers a thorough, yet concise introduction to the essential mathematics of Six Sigma, with solid case examples from a variety

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of industrial settings, culminating in an extended case study. Various professionals will find this book immensely useful, whether it be the industrial engineer, the industrial manager, or anyone associated with engineering in a technical or managing role. It will bring about a clear understanding of not only how to implement Six Sigma statistical tools, but also how to do so within the bounds of Lean manufacturing scheme. It will show how Lean Six Sigma can help reinforce the notion of “less is more, while at the same time preserving minimal error rates in final manufactured products. Reviews the essential statistical tools upon which Six Sigma rests, including normal distribution and mean deviation and the derivation of 1 sigma through six sigma Explains essential lean tools like Value-Stream Mapping and quality improvement tools like Kaizen techniques within the context of Lean Six Sigma practice Extended case study to clearly demonstrate how Six Sigma and Lean principles have been actually implemented, reducing production times and costs and creating improved product quality

### **Process Improvement Using Six Sigma**

#### **8 Steps to Problem Solving - Six Sigma**

Learning Six Sigma CAN be a painless process! Six Sigma is among the most effective process methods used today--and it's also among the most baffling topics to those new to the subject. The good news is

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Six Sigma DeMYSTiFieD, second edition, explains it all in a language you'll understand. This easy-to-understand reference teaches the methods of Six Sigma, explains their applications, and tests expertise--without confusing statistics and formulas. In no time, you'll develop the skills you need to solve problems, anticipate customer needs, and meet the demands of the most challenging markets. Filled with practical hands-on advice and essential organizational tips, Six Sigma DeMYSTiFieD provides a complete blueprint for developing strategies, plotting growth, and performing at peak efficiency for maximum profits. This fast and easy guide offers: Proven techniques for building a solid Six Sigma infrastructure Tips for deploying projects using DMAIC methodology Clear advice on when and how to use specific problem-solving tools Essential calculations and assumptions Case studies, quizzes, and a final exam that reinforce what you've learned Simple enough for a beginner but challenging enough for a more advanced student, Six Sigma DeMYSTiFieD is your shortcut to a solid foundation in this powerful improvement methodology.

### **Lean Six Sigma Case Studies in the Healthcare Enterprise**

This book helps professionals to turn their own Six Sigma projects into reality. Using a sample project, the book guides readers through all aspects of Six Sigma, from identifying and defining a suitable project topic, to sustainably managing its success in the control phase. By demonstrating all the necessary

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steps supported by a DMAIC software guide, it makes the application of the sequentially linked DMAIC tools easy to understand and directly transferable to typical Six Sigma business projects. Further, each chapter provides numerous questions and answers, tasks and the framework for an environmental standard project. This book is an essential part of the author's teaching material on the topic, which also includes the software 'sigmaGuide', a template for project documentation and several hours of video content featuring course materials on edX Learning Community.

### **Six Sigma Demystified, Second Edition**

The authoritative classic--revised and updated for today's Six Sigma practitioners Whether you want to further your Six Sigma training to achieve a Black or Green Belt or you are totally new to the quality-management strategy, you need reliable guidance. The Six Sigma Handbook, Third Edition shows you, step by step, how to integrate this profitable approach into your company's culture. Co-written by an award-winning contributor to the practice of quality management and a successful Six Sigma trainer, this hands-on guide features: Cutting-edge, Lean Six Sigma concepts integrated throughout Completely revised material focused on project objectives Updated and expanded problem-solving examples using Excel and Minitab A streamlined format that puts proven practices at your fingertips The Six Sigma Handbook, Third Edition is the only comprehensive reference you need to make Six

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Sigma work for your company. The book explains how to organize for Six Sigma, how to use customer requirements to drive strategy and operations, how to carry out successful project management, and more. Learn all the management responsibilities and actions necessary for a successful deployment, as well as how to: Dramatically improve products and processes using DMAIC and DMADV Use Design for Six Sigma to create innovative products and processes Incorporate lean, problem-solving, and statistical techniques within the Six Sigma methodology Avoid common pitfalls during implementation Six Sigma has evolved with the changing global economy, and The Six Sigma Handbook, Third Edition is your key to ensuring that your company realizes significant gains in quality, productivity, and sales in today's business climate.

### **Six Sigma Team Dynamics**

Project management strategies for meeting Six Sigma project goals--on time and on budget The Six Sigma Project Planner shows leaders how to use project management tools to complete Six Sigma improvements on time and on budget. The Planner provides dozens of reproducible project management tools for following the proven Define-Measure-Analyze-Improve- Control (DMAIC) process improvement format. Readers who follow its guidelines will be able to quickly and effectively: Determine a Six Sigma project's ROI Correct problems in current processes Develop and implement entirely new processes

### **The Six Sigma Project Planner**

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Publisher's Note: Products purchased from Third Party sellers are not guaranteed by the publisher for quality, authenticity, or access to any online entitlements included with the product. A Proven 10-Step Solution Process to Identify and Solve Supply Chain Problems Using the Latest Lean Methods Fully revised to cover recent dramatic developments in supply chain improvement methodologies, this strategic guide brings together the Six Sigma and Lean manufacturing tools and techniques required to eliminate supply chain issues and increase profitability. This updated edition offers new coverage of enterprise kaizen events, big data analytics, customer loyalty metrics, security, sustainability, and design for excellence. The structured 10-Step Solution Process presented in the book ensures that clear goals are established and tactical objectives are consistently met through the deployment of aligned Lean Six Sigma projects. Written by a Master Black Belt and Lean Six Sigma consultant, this practical resource also provides an inventory model and Excel templates for download at [www.mhprofessional.com/LSSSCM2](http://www.mhprofessional.com/LSSSCM2). Lean Six Sigma for Supply Chain Management, Second Edition, covers: Lean Six Sigma applications for service, supply chain, and manufacturing systems Deploying Lean Six Sigma projects using Lean tools and models Demand management impact on Lean Six Sigma projects Lead time impact on Lean Six Sigma projects Root-cause analysis using Six Sigma Tools (with operations research methods) Applications to Lean Six Sigma supply chains and third-party logistics Big data analytics, security, and sustainability

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applications Voice of the Customer, Kano, and loyalty metrics Supply chain design for excellence methods Lean Six Sigma maturity model

### **Lean Six Sigma Service Excellence**

The fast and easy way to understand and implement Six Sigma The world's largest and most profitable companies—including the likes of GE, Bank of America, Honeywell, DuPont, Samsung, Starwood Hotels, Bechtel, and Motorola—have used Six Sigma to achieve breathtaking improvements in business performance, in everything from products to processes to complex systems and even in work environments. Over the past decade, over \$100 billion in bottom-line performance has been achieved through corporate Six Sigma programs. Yet, despite its astounding effectiveness, few outside of the community of Six Sigma practitioners know what Six Sigma is all about. With this book, Six Sigma is revealed to everyone. You might be in a company that's already implemented Six Sigma, or your organization may be considering it. You may be a student who wants to learn how it works, or you might be a seasoned business professional who needs to get up to speed. In any case, this updated edition of Six Sigma For Dummies is the most straightforward, non-intimidating guide on the market. New and updated material, including real-world examples What Six Sigma is all about and how it works The benefits of Six Sigma in organizations and businesses The powerful "DMAIC" problem-solving roadmap Yellow, Green and Black—how the Six Sigma "belt" system

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works How to select and utilize the right tools and technologies Speaking the language of Six Sigma; knowing the roles and responsibilities; and mastering the statistics skills and analytical methods Six Sigma For Dummies will become everyone's No. 1 resource for discovering and mastering the world's most famous and powerful improvement tool. Stephen Covey is spot-on when he says, "Six Sigma For Dummies is a book to be read by everyone."

### **The Six Sigma Project Planner**

This book discusses the integrated concepts of statistical quality engineering and management tools. It will help readers to understand and apply the concepts of quality through project management and technical analysis, using statistical methods. Prepared in a ready-to-use form, the text will equip practitioners to implement the Six Sigma principles in projects. The concepts discussed are all critically assessed and explained, allowing them to be practically applied in managerial decision-making, and in each chapter, the objectives and connections to the rest of the work are clearly illustrated. To aid in understanding, the book includes a wealth of tables, graphs, descriptions and checklists, as well as charts and plots, worked-out examples and exercises. Perhaps the most unique feature of the book is its approach, using statistical tools, to explain the science behind Six Sigma project management and integrated in engineering concepts. The material on quality engineering and statistical management tools offers valuable support for undergraduate,

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postgraduate and research students. The book can also serve as a concise guide for Six Sigma professionals, Green Belt, Black Belt and Master Black Belt trainers.

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