

Six Sigma for the Shop Floor: A Pocket Guide

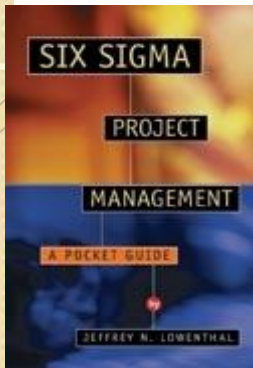
Roderick A. Munro

Written specifically to be used daily by the workers on the shop floor, *Six Sigma for the Shop Floor* provides a very basic introduction to the Six Sigma process. By focusing on the problem solving nature of Six Sigma, author Roderick Munro explains how these principles should be used in conjunction with daily work. This convenient, pocket-sized book can be easily used on the shop floor, and clarifies the confusing "buzz" terms surrounding Six Sigma by explaining how to manage the tools currently being used to meet Six Sigma requirements. *Six Sigma for the Shop Floor* will explain the principles to the operators, and help map the problem-solving activities leading to Six Sigma projects.

2002 kierresidottu 192 sivua

Tilausnumero: H1114

ISBN 978-0-87389-516-3



Six Sigma Project Management: A Pocket Guide

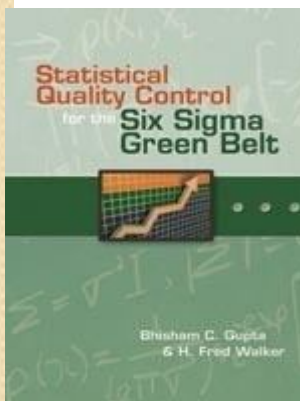
Jeffrey N. Lowenthal

Six Sigma Project Management: A Pocket Guide provides a step-by-step approach to implementing a Six Sigma project that can be easily applied within any type of organization. Author Jeffrey Lowenthal has written an easy-to-use, pocket-sized guidebook, specifically applying the practices of Six Sigma to project management. Based on the author's own experiences and case studies, *Six Sigma Project Management: A Pocket Guide* explains how to best manage projects using the Six Sigma initiative. At the heart of this book is the Six-Step Six Sigma Methodology, which serves as a road map for change, a sequential model that can be followed when deploying a sigma initiative within any company. This short and concise guide is straightforward and contains many graphics and flowcharts, which makes the information easy to follow and the book simple to use.

2002 kierresidottu 130 sivua

Tilausnumero: H1127

ISBN 978-0-87389-519-4



Statistical Quality Control for the Six Sigma Green Belt

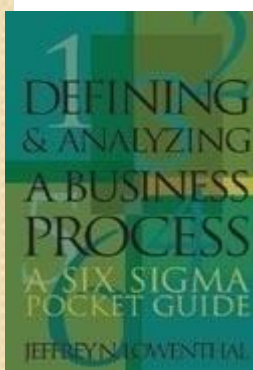
Bhisham C. Gupta and H. Fred Walker

This second book in a four-book series directed toward Six Sigma Green Belts focuses on statistical quality control (SQC), and covers such topics as: sampling, process set-up/ verification and pre-control, control charts for variables and attributes, cumulative sum and exponentially weighted moving average control charts, process capability indexes, measurement systems analysis, and acceptance sampling. Guidance is also given on the use of Minitab and JMP in doing these various SQC applications. Examples and sample problems from all industries appear throughout the book to aid a Green Belt's comprehension of the material.

2007 kovakantinen 368 sivua

Tilausnumero: H1277

ISBN 978-0-87389-686-3



Defining and Analyzing a Business Process: A Six Sigma Pocket Guide

Jeffrey N. Lowenthal

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.

2003 kierresidottu 88 sidottu

Tilausnumero: H1164

ISBN 978-0-87389-551-4



Six Sigma for the Office: A Pocket Guide

Roderick A. Munro

The principles of Six Sigma are being used in nearly every industry to reduce waste and improve performance. However, most books on the subject are written only for those in manufacturing, and specifically for engineers or those with a high level of technical expertise. Meanwhile, those working in offices receive little or no information on how to use Six Sigma in their environments. Best-selling author Rod Munro has written a convenient book explaining the tools of Six Sigma, specifically tailored to those in the office. *Six Sigma for the Office: A Pocket Guide* is a convenient guide for anyone working on Six Sigma projects in non-manufacturing environments. Specifically written for those at the Green Belt level, this book will help explain the Six Sigma tools and show how they apply to those working in an office.

2003 kierresidottu 176 sivua

Tilausnumero: H1169

ISBN 978-0-87389-564-4

Applied Statistics for the Six Sigma Green Belt

H. Fred Walker and Bhisam C. Gupta



This book is a desk reference for Six Sigma Green Belts or beginners who are not familiar with statistics. As Six Sigma team members, Green Belts will help select, collect data for, and assist with the interpretation of a variety of statistical or quantitative tools within the context of the Six Sigma methodology. This book will serve as an excellent instructional tool developing a strong understanding of basic statistics including how to describe data both graphically and numerically. Its specific focus is on concepts, applications, and interpretations of the statistical tools used during, and as part of, the design, measure, analyze, improve, and control (DMAIC) methodology.

Unlike most books for Six Sigma beginners, *Applied Statistics for the Six Sigma Green Belt* is not just an explanation of Six Sigma. It offers actual tools and theories to help practitioners better understand and perform their jobs in collecting and analyzing data. Readers using this book will learn to understand the benefits of data as an objective measure, as well as the process of using selected tools for analyzing data and how to make decisions based on quantitative inputs. Included in the book are practice problems for each chapter, with their solutions fully worked out on an accompanying CD-ROM.

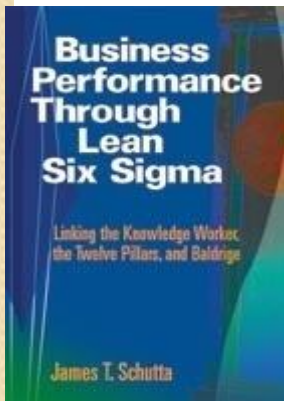
2005 kovakantinen 368 sivua

Tilausnumero: H1236

ISBN 978-0-87389-642-9

Six Sigma: Linking the Knowledge Worker, the Twelve Pillars, and Baldrige

James T. Schutta



Lean Six Sigma is helping to vitalize many small and large organizations by paying attention to the customer's needs and providing processes with smaller amounts of variation to consistently meet and even exceed those needs. This task is completed when the organization understands its processes better and controls those inputs and the process variations that will affect the customer's needs the most. The intent of this book is to develop the concepts of the Twelve Pillars, which support the Six Sigma improvement process, tie this to both the Malcolm Baldrige National Quality Award and lean, and then to cover the areas that should be considered during the implementation of the Six Sigma process. The executive management of every organization must read this book to establish the foundation for the Lean Six Sigma concepts to hold and become part of the operating style of the corporation.

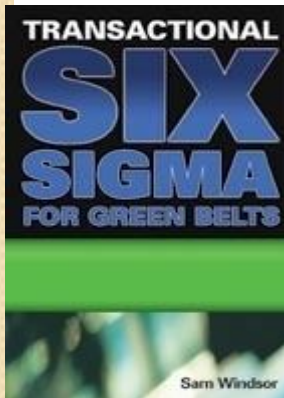
2005 pehmeäkantinen 336 sivua

Tilausnumero: H1247

ISBN 978-0-87389-658-0

Transactional Six Sigma for Green Belts: Maximizing Service and Manufacturing Processes

Samuel E. Windsor



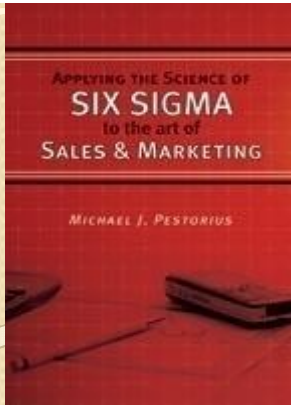
Though originally introduced by the manufacturing sector, Six Sigma is rapidly gaining the attention of many companies in the service sector. From employees of health insurance providers and credit card companies to uniform service providers, this book will give readers a better understanding of the flow of the Six Sigma process and what tools to use when, as well as the proper way to use each tool.

Author Sam Windsor looks specifically at the tools that the Six Sigma Green Belt is expected to use, explains the purpose of each, and provides examples that are designed to provoke thoughts for possible application. Readers will also learn about process measures, measuring process capability, relating inputs to outputs, optimizing processes, and holding gains. Included in the appendices are a real case study of a Six Sigma project undertaken to reduce employee turnover, a brief guide to using Minitab and Excel for data analysis, a null hypothesis table, and a glossary.

2006 pehmeäkantinen 168 sivua

Tilausnumero: H1266

ISBN 978-0-87389-671-9



Applying the Science of Six Sigma to the Art of Sales and Marketing

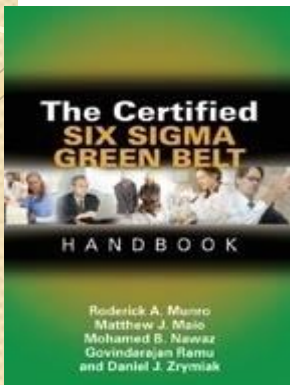
Michael J. Pestorius

Six Sigma is a highly flexible methodology and tool set, but few practitioners have successfully transferred the early successes Six Sigma enjoyed in manufacturing to sales and marketing. The opportunities to use it exist, but the expertise on how to apply it is lacking. This book provides step-by-step instructions on how to use data and measures to tackle common business challenges. An analysis of the territory planning process provides tools and techniques to improve the effectiveness of sales forces that suboptimize their efforts by calling on the wrong customers. It shows sales leadership how to use readily available data to ensure that the "right" customers are receiving the attention they need. It also quantifies the real cost of spending time with customers who are not improving the bottom line.

2007 pehmeäkantinen 136 sivua

Tilaisnumero: H1280

ISBN 978-0-87389-696-2



The Certified Six Sigma Green Belt Handbook

Roderick A. Munro, Matthew J. Maio, Mohamed B. Nawaz, Govindarajan Ramu, and Daniel J. Zrymiak

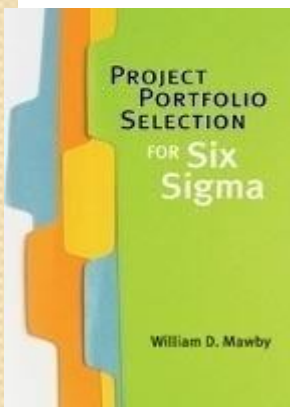
This reference manual is designed to help those interested in passing the ASQ certification exam for Six Sigma Green Belts, those who may need to train future Green Belts, and others who want a handy reference to the appropriate materials needed to conduct successful Green Belt projects. This latest entry in ASQ's popular series of handbooks explicitly follows the certification's body of knowledge and addresses each topic to exactly the level Green Belts need.

From lean and project management to statistics and data analysis, the DMAIC process is explained in a clear and insightful manner. Figures, tables, references, and useful appendices only add to this book's comprehensiveness. The CD-ROM has more than just sample questions

2008 kovakantinen 480 sivua

Tilaisnumero: H1290

ISBN 978-0-87389-698-6



Project Portfolio Selection for Six Sigma

William D. Mawby

This book focuses on the essential but somewhat neglected topic of the selection of Six Sigma projects. There is little material available on the process of making Six Sigma projects an integral part of the bottom line of a company, and often this is a weak point in many fledgling improvement programs. The methods presented here will not deal specifically with project management or with team development methods, but will concentrate solely on the proper selection of the projects. Since specific project accounting systems will vary from company to company, this book demonstrates a variety of possible approaches which can then be adapted by the reader.

As companies become more mature in their Six Sigma programs, it is almost a certainty that companies will demand more benefits with less resources, and with verification that their methods are financially sound. Author William D. Mawby shows in detail how the current methods can be improved through the application of well-developed methods from operations research and financial engineering, which treat the project selection problem from the viewpoint of a portfolioselection problem.

2007 pehmeäkantinen 176 sivua

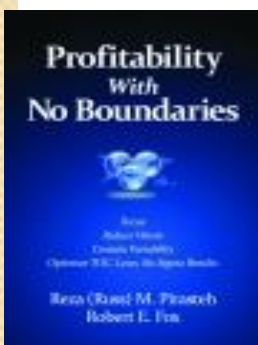
Tilaisnumero: H1294

ISBN 978-0-87389-707-5

Profitability with No Boundaries: Optimizing TOC and Lean-Six Sigma

Reza (Russ) M. Pirasteh and Robert E. Fox

Tilaisnumero: H1395



Authors Pirasteh and Fox know what causes various improvement approaches to fail, and in response provide a new model that combines theory of constraints (TOC), lean, and Six Sigma into a unique program called TLS. This scientifically proven methodology improves results dramatically.

The book is divided into two parts. The first is geared to senior decision makers—those who decide "if" their company should adopt a TLS approach. The second deals with the details of "how" and is directed at those responsible for implementing TLS. Readers who would like more depth on any section of Part I can go directly to the matching chapter in Part II.

If your intention is to learn how to systematically improve quality, process reliability, and throughput while creating a wasteless enterprise, then this book is for you!

384 pages. ISBN 978-0-87389-795-3 Hard Cover. 2011



The Executive Guide to Understanding and Implementing Lean Six Sigma: The Financial Impact

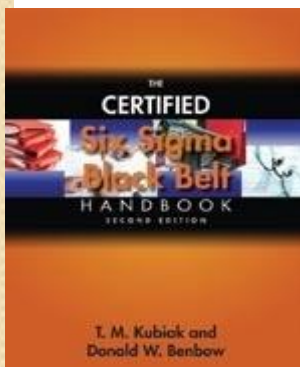
Robert M. Meisel, Steven J. Babb, Steven F. Marsh, and James P. Schlichting

This book provides a fundamental introduction to the concepts of lean enterprise and Six Sigma to executives, personnel new to quality, or organizations interested in introductory information on quality and process improvement. It is intended to be a helpful guide on implementing and optimizing an integrated Lean Six Sigma approach focused on realizing return value and bottom-line impact. The principles of lean and Six Sigma are introduced and discussed separately and through an integrated approach across the book's three chapters. Manufacturing and non-manufacturing firms that are just getting started or contemplating a Lean Six Sigma initiative will find this book especially valuable. To aid in illustrating the application of these principles to diverse and global businesses, various case studies have been selected and included to demonstrate how the prescribed tools and techniques can accommodate and enhance a wide variety of customer relationships throughout the value chain

2007 *pehmeäkantinen* 104 sivua

Tilausnumero: H1303

ISBN 978-0-87389-711-2



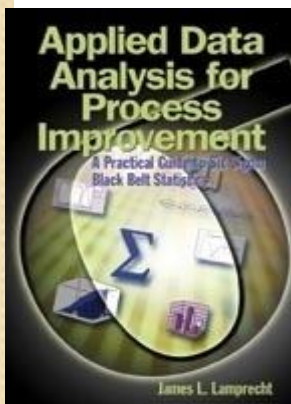
The Certified Six Sigma Black Belt Handbook, Second Edition

T.M. Kubiak and Donald W. Benbow

Completely updated to the certification's latest body of knowledge (BoK), this is the most comprehensive reference available for all Six Sigma Black Belts. From the enterprise-wide deployment of Six Sigma to DFSS, this handbook has been extensively revised and expanded. Once again, chapters are organized to align with the BoK so readers can easily refer to the correspondingly numbered chapter or section of the book for explanation and clarification.

2008 *kovakantinen* 620 sivua ISBN 978-0-87389-732-7

Tilausnumero: H1325



Applied Data Analysis for Process Improvement: A Practical Guide to Six Sigma Black Belt Statistics

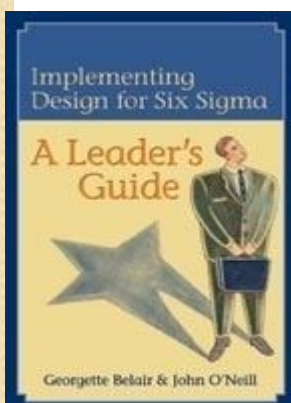
James L. Lamprecht

With the rise of Six Sigma, the use of statistics to analyze and improve processes has once again regained a prominent place in businesses around the world. An increasing number of employees and managers, bestowed with the titles Green Belt, Black Belt, or even Master Black Belt, are asked to apply statistical techniques to analyze and resolve industrial and non-industrial (also known as transactional) problems. These individuals are continuously faced with the daunting task of sorting out the array of sophisticated techniques placed at their disposal by an equally impressive array of statistical computer software packages.

This book is intended for the ever-growing number of certified Black Belts as well as uncertified others who would like to understand how data can be analyzed. Many courses, including Six Sigma Black Belt courses, do a good job introducing participants to an array of sophisticated statistical techniques in as little as 10 days, leaning heavily on statistical software packages.

2005, *pehmeäkantinen* .304 sivua. ISBN 0-87389-648-3

Tilausnumero: H1246



Implementing Design for Six Sigma: A Leader's Guide

Georgette Belair and John O'Neill

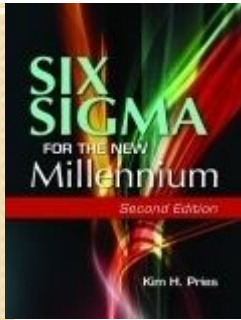
Have your company's products achieved what you hoped for—rapid customer uptake, high sales volume, and revenue/profit? Can you produce them at high sigma levels for critical to quality requirements, resulting in high customer satisfaction and low return/warranty costs? Authors Belair and O'Neill will help you understand how your current new-product development process is performing by diagnosing its strengths and weaknesses, and then planning and implementing changes to improve your organization's ability to deliver Six Sigma designs!

The main goal of *Implementing Design for Six Sigma* is to provide you a game plan to help you "move the ball down the field"—from your current product development world to one where DFSS has been

embraced as a working part of your processes and culture. Whether the products you develop are made of metal and plastic, or money and mutual funds, this book will help you improve your development process so that you may deliver better products and services that your customers will want and want to pay for. From tangible products like cars and cough syrup to service products like mortgages and retirement plans, if you dig deeply into your new-product development process and follow the guidelines in this book, you can and will implement major improvements

2007 *kovakantinen* 242 sivua. ISBN 978-0-87389-695-5

Tilausnumero: H1283



Six Sigma for the New Millennium: A CSSBB Guidebook, Second Edition

Kim H. Pries

This book is designed to walk the reader through the ASQ Certified Six Sigma Black Belt (CSSBB) Body of Knowledge (BoK) at a medium level of detail. It follows the nine sections of the BoK exactly, from enterprise-wide deployment, organizational process management and measures, and team management, to detailed coverage of each stage of the DMAIC process. With more than 25 tables and 80 figures, the various concepts can not only be read about but “seen.” The appendices include all the statistical tables that test-takers and also those in the field will need. New to this edition is material that shows the Black Belt candidate how to work through some standard statistical tests—just the kind he or she might expect to see on the certification exam.

The author has used this material for several years, continually refining it based on students’ questions and also his own experiences at an electronics manufacturing plant. This is truly *the* guidebook for the new millennium of lean and Six Sigma!

456 sivua. ISBN 978-0-87389-749-5. Pehmeäkantinen. 2009

Tilausnumero: H1359



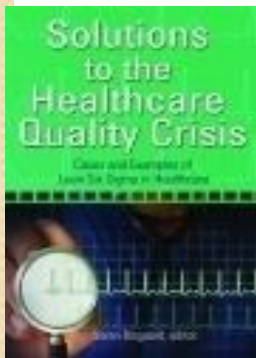
Process Improvement Using Six Sigma: A DMAIC Guide

Shankar, Rama

In order to stay competitive, organizations need to continuously improve their processes. 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. While there are many self-help books out there, here the topics are discussed in a way so as to remove the fear out of Six Sigma and statistics. This guide takes readers through the five phases of the Six Sigma methodology, Define-Measure-Analyze-Improve-Control (DMAIC), in five clearly written and easy-to-understand sections. You learn each phase’s purpose and what activities to perform in each. Numerous examples are included throughout and all statistics are described to the exact level of understanding necessary. Each of the five sections then concludes with a checklist to ensure that all of the phase’s activities have been completed.

128 sivua. ISBN 978-0-87389-752-5. Pehmeäkantinen. 2009

Tilausnumero: H1360



Solutions to the Healthcare Quality Crisis: Cases and Examples of Lean Six Sigma in Healthcare

Søren Bisgaard, editor

Healthcare around the world is in crisis as a result of complex structural and strategic problems that will require solutions at a very high level. This book demonstrates that effective solutions based on modern quality management principles can be applied to alleviate many problems locally within healthcare institutions. It is designed to support doctors, nurses, technicians, and administrators who are interested in applying quality management principles and the tools of Lean Six Sigma to improve healthcare within their own institutions. The book should also be of interest to politicians, policy makers and government officials wrestling with healthcare issues. Some of the cases are from large metropolitan hospitals and others are from smaller institutions. Most of the cases show what has worked, while a few show pitfalls or obstacles to be avoided.

This book is not about theory. It is a book for doers, showing healthcare providers how to do it. It shows how they can take their destiny in their hands and do something about healthcare quality and costs.

208 sivua. ISBN 978-0-87389-769-3. Pehmeäkantinen. 2009

Tilausnumero: H1368



Six Sigma Marketing: From Cutting Costs to Growing Market Share

R. Eric Reidenbach

Tilausnumero: H1367

168 sivua. ISBN 978-0-87389-768-6. kovakantinen. 2009

Six Sigma Marketing challenges the way both the Six Sigma community and the marketing area think about business and the way they currently do business. It does so by providing a detailed and structured approach—one that is entirely data driven—to unleash the power of Six Sigma on the crucial need for revenue growth. Six Sigma Marketing (SSM) is a fact-based, data-driven disciplined approach to growing market share by providing targeted product/markets with superior value. It is organized around the following elements: