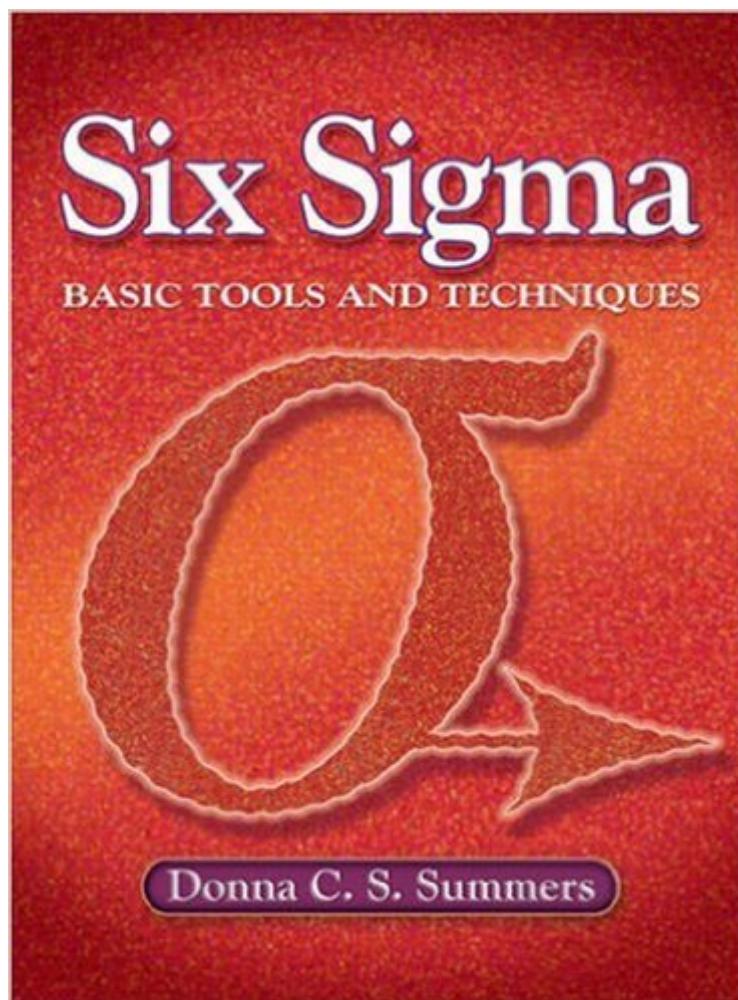


The book was found

Six Sigma: Basic Tools And Techniques (NetEffect)



Synopsis

With a focus on training, "Six Sigma: Concepts, Tools and Techniques" captures the fundamentals of Six Sigma methodology and shows how to use its tools and techniques to improve customer satisfaction and business performance. Offering a practitioner's point of view, this book covers key topics such as leadership and strategic planning; creating a customer focus; quality function deployment; teams and teamwork; DMAIC problem-solving; measures and metrics; project management; statistical methods; control charts; design of experiments; reliability; failure modes and effects analysis; and lean manufacturing. Realistic industry examples support each topic and thoughtful take away tips make it an excellent industry reference. Focuses on key topics such as: *Leadership and Strategic Planning *Creating a Customer Focus, *Quality Function Deployment *Teams and Teamwork *DMAIC Problem-Solving *Measures and Metrics *Project Management *Statistical Methods *Control Charts *Design of Experiments *Reliability *Failure Modes and Effects Analysis *Lean Manufacturing. An excellent resource for anyone who is in business working with Six Sigma.

Book Information

Paperback: 416 pages

Publisher: Pearson; 1 edition (September 8, 2006)

Language: English

ISBN-10: 0131716808

ISBN-13: 978-0131716803

Product Dimensions: 6.8 x 1 x 9.1 inches

Shipping Weight: 1.5 pounds (View shipping rates and policies)

Average Customer Review: 3.8 out of 5 starsÂ See all reviewsÂ (5 customer reviews)

Best Sellers Rank: #234,725 in Books (See Top 100 in Books) #52 inÂ Books > Business & Money > Management & Leadership > Quality Control & Management > Six Sigma #181 inÂ Books > Business & Money > Management & Leadership > Quality Control & Management > Quality Control #2575 inÂ Books > Business & Money > Management & Leadership > Leadership

Customer Reviews

This book contains a good solid introduction to basic tools in Six Sigma. It's pretty clear and concise, and I learned quite a bit from it.

The binding in this book is horrible. I have only had it for a few weeks and the first 38 pages have

fallen out of it. I would return it, but I need it to complete the course I am attending. Shame on Pearson/Prentice Hall for such a poor manufacturing process. How ironic that my Six Sigma text is defective!

Should have been made better...Especially when this book is teaching you how to achieve quality. Talk about taking your own advice. It helps a lot with the class, so you will just have to deal with the crappy quality, because the material is necessary! I suppose I recommend this book..as I hold the first 3 chapters in one hand and the rest of the book in another.

It's the book I want. What should I say.

Received my text book within a week. Fast shipment and the book was in the condition noted.

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