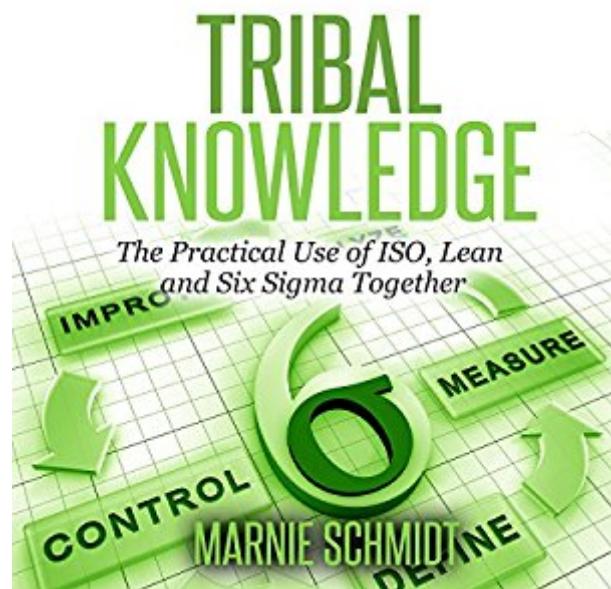


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# Tribal Knowledge - The Practical Use Of ISO, Lean And Six Sigma Together



## **Synopsis**

A practical guide to developing and implementing a comprehensive business-management system that integrates quality, environmental, and safety and incorporates lean and Six Sigma to reduce waste and variation. Lots of real-life examples and step-by-step instructions, including a fast and repeatable implementation model that can be done in as little as eight weeks. As a bonus these systems are compliant with the international ISO standards and are easy to implement and maintain in any industry. Marnie Schmidt uses her experience as a lean Six Sigma black belt and more than 20 years of hands-on experience in management, strategic planning, and process improvement to simplify the process and help leverage the most-effective management tools to maximize business performance.

## **Book Information**

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## **Customer Reviews**

For more than 30 years various management tools have fallen into and out of favor with the business community. These include ISO, Lean, and Six Sigma. This new book by Marnie Schmidt, finally joins the dots on these tools and systems to show how each can play a role in improving operational outcomes and importantly how when used correctly they can be used to complement each other for even greater results. In the book Schmidt talks about the "invisible barrier"™ between operations and quality and how this leads to some techniques being favored more by one group over another. For example, how production people prefer the "hands on"™ nature of lean and six

sigma. Schmidt makes the point however that these important tools work best when applied within a well-designed quality management system â “ more often known these days as just the â “management systemâ ”. Schmidt is a veteran of the Detroit automotive industry and manufacturing who went on to become a Six Sigma Black Belt, working in third party logistics and later in recycling. To me this says that Schmidt has a wide range of experiences on which to base her observations. The book contains tips, anecdotes and â “real life lessonsâ ” based on Schmidtâ ”s work and states boldly upfront that it is written for â “practitioners who arenâ ”t afraid to get their hands dirtyâ ”. To that end, much of the book is taken up with describing Schmidtâ ”s process for designing and executing a system that integrates all the quality tools into a â “high performance, comprehensive business management programâ ”. Schmidt calls this the â “8 week boot campâ ” and describes in very specific detail what should be done, when and by whom. In my opinion, this book is a must read for anyone involved in business, production or operations management.

Ms. Schmidt covers this subject very well in 105 pages. There is no BS and is all fact learned from her years in the quality field. It will only work if the CEO and top management are involved "hands on". There is a saying that "shit runs down hill" which simply says that top management has to set the example. A very well written book with the basic facts covered.

A clear and concise how-to for companies needing help getting their house in order from a quality perspective. Many case histories to illustrate the improvements possible with a little common sense guidance.

It is a really wonderful topic to read. I am a freelance consultant. All my clients have too many procedures and in silo way. This book tell us how to integrate all related procedure into one operating procedure. It is none to second book for all organization.

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