



Six Sigma: Basic Tools and Techniques (NetEffect)

Donna C. Summers

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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.

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