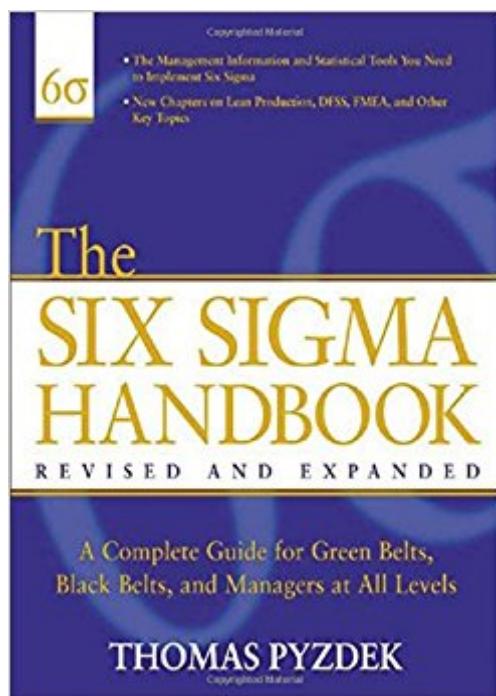


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# The Six Sigma Handbook: The Complete Guide For Greenbelts, Blackbelts, And Managers At All Levels, Revised And Expanded Edition



## **Synopsis**

The most comprehensive Six Sigma reference available, now revised and expanded. Completely rewritten and reorganized, this second edition of The Six Sigma Handbook covers all the basic statistics and quality improvement tools of the Six Sigma quality management system. This new edition reflects the developments in Six Sigma over the past few years and will help maintain the book's position as the leading comprehensive guide to Six Sigma. Key changes to this edition include: New chapters on DFSS (Design for Six Sigma) Minitab, the most popular statistical software for Six Sigma Six Sigma philosophy and values Flowcharting SIPOC Coverage of the core problem-solving technique DMAIC (Define, Measure, Analyze, Improve, Control) Dozens of downloadable, customizable Six Sigma work sheets New material on important advanced Six Sigma tools such as FMEA (Failure Mode and Effects Analysis)

## **Book Information**

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## **Customer Reviews**

The management information and statistical tools you need to successfully implement Six Sigma Six Sigma has helped organizations of all types and sizes improve the quality of processes and products while simultaneously increasing customer satisfaction and saving billions of dollars. The Six Sigma Handbook covers the management systems and statistical tools that are the foundation for this revolutionary new approach to management. Thomas Pyzdek offers expert, proven advice on using Six Sigma to retain customers and enhance bottom line performance while cutting costs

dramatically. He explains exactly how to make Six Sigma work, including organizing for Six Sigma, the various levels of technical proficiency required, criteria for selecting personnel for training, using customer requirements to drive strategy and operations, successful project management, and much more. For the manager or quality professional charged with implementing or supporting Six Sigma--no matter the industry--this timely guide will help any organization achieve the goal of becoming a truly world-class operation. Topics include: How to organize for Six Sigma How to use DMAIC to dramatically improve existing products and processes How to use Design for Six Sigma (DFSS) and Lean to create new, world-class products and processes Complete coverage of all major problem-solving and statistical tools and techniques, from basic to advanced tools such as DOE and logistic regression How to use MINITABTM and Microsoft Excel® to perform statistical analyses How to avoid common traps and pitfalls during implementation The Six Sigma management system is helping numerous companies improve the quality of their products and processes. The Six Sigma Handbook is the comprehensive reference guide you need to successfully implement Six Sigma. It describes the statistical tools and problem-solving techniques that comprise Six Sigma, explaining how to use them effectively throughout your organization. Author/consultant Thomas Pyzdek offers the expert guidance and direction you need to implement the Six Sigma promise in your company--and avoid the traps and pitfalls commonly encountered in the process. You'll get a complete overview of the management and organization of Six Sigma and the philosophy that underlies it. Pyzdek uses clear, detailed examples throughout to demonstrate exactly how to make this program work for you. You'll see how best to prepare management for the idea of using proven scientific methods to run a business and how to build the groundwork for their roles. This book presents vital information on selecting the right personnel to train, the various levels of technical proficiency required, building the best teams, and fostering effective leadership.

Directing you on how to handle successful project management from start to finish, Pyzdek also: Explains how to make your organization customer-focused--a vital requirement for implementing Six Sigma Identifies where specific techniques can--and cannot--be applied in the process Includes inspiring and instructive case studies about the success of Six Sigma at Motorola, General Electric, and other companies that have reaped the rewards Plus, you'll learn when and how to use the more advanced Six Sigma topics--everything from design of experiments (DOE) and response surface methods (RSM) to chi-square contingency tables and analysis of categorical data--that you may take advantage of when your new system is in place. If you're ready to transform your company...realize significant gains in quality, productivity, and sales...and take the necessary steps to ensure that your company will flourish in the new world economy, The Six Sigma Handbook is the

guidebook you need to reach your goals.

Thomas Pyzdek is a quality consultant, entrepreneur, author, educator, software developer, and speaker. He writes a regular column for Quality Digest and is a Fellow of the American Society for Quality (ASQ). He conducts seminars on Six Sigma for the American Society for Quality, and has received that organization's "Edwards" award. His clients and employers cover a wide range of industries including Ford, GM, McDonald's, Avon, Hughes Aircraft Company Missile Systems Group, and the Tucson Medical Center.

I have been a Six Sigma Black belt for the past 10 years and have worked on many, many projects and this book has been one of my main reference tools. In a nutshell - it is 800 pages of essential material on the topic. Yes, it is Massive! But it is the most complete collection of reference material you will ever find. It is actually the required textbook for many of the better Black Belt Certifying courses. Not really something to "read" as much as to study. This contains pretty much every tool and technique that's part of the Six Sigma approach. It is a great resource for explanations of process improvement tools and their use. I would highly recommend this for anyone that is interested in Six Sigma management techniques. You will most assuredly keep this book on your shelf.

"The Six Sigma Handbook" is a comprehensive and useful reference for the ASQ (American Society for Quality) CSSBB (Certified Six Sigma Black Belt) examination. Thomas Pyzdek's extensive volume (830+ pages in length) covers most, if not all, of the CSSBB Body of Knowledge as outlined by the ASQ. Despite its length, I found Pyzdek's book easy to read. The Chapters are broken down into Sections, and the Sections are typically brief, direct, and to the point. Ample use of figures and tables brings concepts and ideas to life and provides good context to the many aspects of the Six Sigma methodology. This book offers ample coverage of formulas underlying the CSSBB Body of Knowledge. Pyzdek leads readers through the background and usage of these formulas in a manner that should make the formulas usable by a broad audience. I especially like the manner in which Pyzdek offers "guideposts" along the way in this lengthy book that offer references for the reader to highlight "where they are" in the vast array of Six Sigma content. Examples include a "Common Descriptive Statistics" table that spans a full three pages. The many Appendices, covering statistical tables, equations, and other items, are very useful. This is a highly recommended book for anyone working with the Six Sigma methodology. Useful both as a reference in practice

and as a study guide for the ASQ CSSBB examination, this is a good addition to a Six Sigma library.

The Six Sigma Handbook was a required reading as part of the Black Belt Certification I am taking. I have read the entire handbook. I found some chapters easier to read than others. There are other books, on Six Sigma, that may easier for the novice to read. This book is a great desk-top reference for anyone who is in the manufacturing line of business because most of the examples are focused in that direction. The book does contain some transactional examples from service companies that are helpful.

Good

I was working on my green belt project when I purchased this book... It continues to be an invaluable resource, as the author has explicitly displayed the pertinent components of the six-sigma process. I attribute my success of saving my organization over \$1,350,000 to the techniques and processes this book taught me...

As a former practitioner of Total Quality Management, Kaizen, Continuous Improvement, Just In Time, Total Productive Maintenance, etc. and, now, Six Sigma, I highly recommend the "Six Sigma: The Complete Guide..." to both newbie's wanting a broad and deep explanation of Six Sigma as well as seasoned Belts wanting to brush up on its principles. I keep it continually at my finger tips to review and refresh my knowledge of the subject.

This is a great book with very competitive rate and prompt service.

Great book ! Though its big and thick but a lot of details which needed.

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