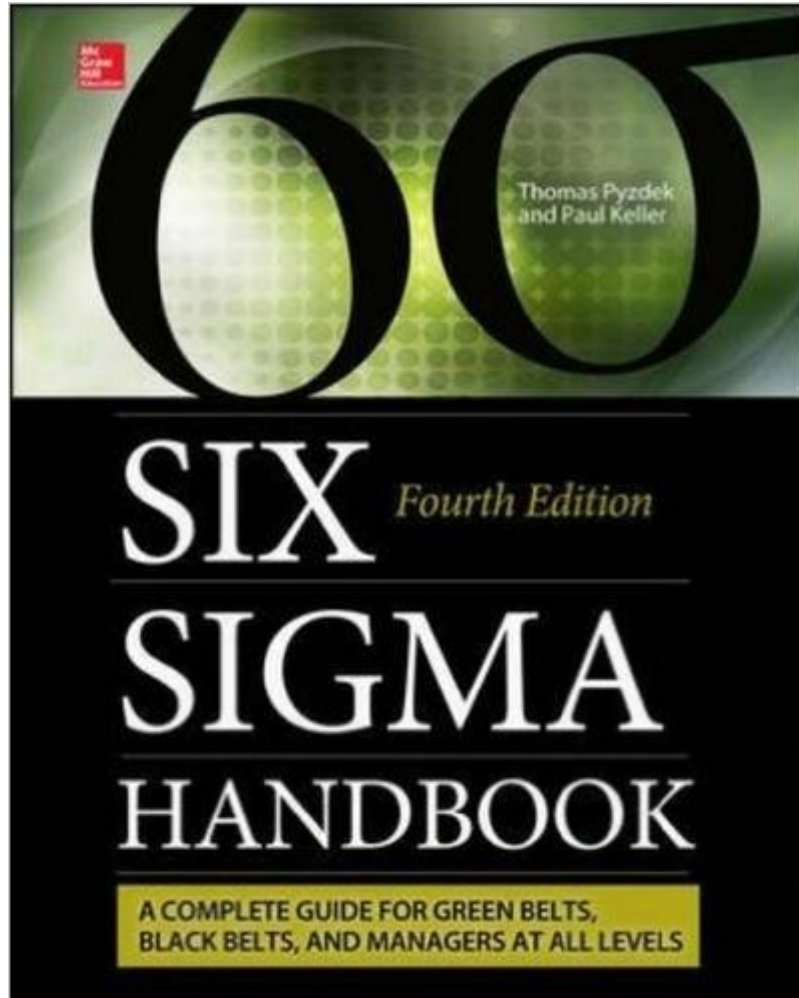


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# The Six Sigma Handbook, Fourth Edition



## Synopsis

The most complete, current guide to Six Sigma • Best practices in Six Sigma are continuously evolving, just as Six Sigma itself evolved from earlier best practices in quality improvement. • [This fourth edition...(features) expanded materials on innovation, strategic development, Lean, and constraint management. • You'll notice many references to free online materials within the text, such as Excel file templates that can be used for analyzing projects, or videos that provide an in-depth narrative on specific topics. Additional links will be added over time to further extend the learning potential offered by the text, so be sure to regularly check back into the online site at [www.mhprofessional.com/SSH4](http://www.mhprofessional.com/SSH4). • From the Preface by Paul Keller The Six Sigma approach is being used to vastly improve processes, profitability, sustainability, and long-term growth at global organizations of all sizes. Fully revised for the latest developments in the field, The Six Sigma Handbook, Fourth Edition, reveals how to successfully implement this improvement strategy in your company. The book explains how to define and deploy Six Sigma projects focused on key stakeholder requirements and carry out data-driven management. This comprehensive resource walks you through the phases of DMAIC and DMADV and demonstrates how to use the statistical tools and problem-solving techniques of Six Sigma with screenshots of Minitab and Excel applications. The new edition has been updated to include: Two online quizzes for Six Sigma certification, one for Green Belt candidates and one for Black Belt candidates Links to five videos that walk you through specific processes, such as Minitab functions, statistical process control, and how to read a Pareto chart Fully incorporated coverage of Lean methodologies Find out how to select the right personnel to train, achieve technical proficiency, build the best teams, and foster effective leadership. Improve the quality of processes and products in your organization, increase customer satisfaction, and boost profits with help from this definitive guide to Six Sigma. Written by two of the foremost authorities on the subject, this authoritative resource delivers all of the guidance you need to successfully implement Six Sigma. Comprehensive coverage includes: Building the responsive Six Sigma organization Recognizing and capitalizing on opportunity Data-driven management Maximizing resources Project management using DMAIC and DMADV The define phase The measure phase Process behavior charts Measurement systems evaluation The analyze phase The improve/design phase The control/verify phase

## Book Information

Hardcover: 704 pages

Publisher: McGraw-Hill Education; 4 edition (May 13, 2014)

Language: English

ISBN-10: 0071840532

ISBN-13: 978-0071840538

Product Dimensions: 7 x 1.7 x 9.4 inches

Shipping Weight: 3 pounds (View shipping rates and policies)

Average Customer Review: 4.4 out of 5 stars Â Â See all reviews Â (46 customer reviews)

Best Sellers Rank: #7,619 in Books (See Top 100 in Books) #1 in Â Books > Engineering & Transportation > Engineering > Industrial, Manufacturing & Operational Systems > Production, Operation & Management #1 in Â Books > Textbooks > Engineering > Industrial Engineering #2 in Â Books > Engineering & Transportation > Engineering > Industrial, Manufacturing & Operational Systems > Quality Control

## Customer Reviews

A very in-depth reference for green belts or black belts. Has lots of examples and includes online quizzes if you are looking at certification and also links to several videos. Has everything you need to implement Six Sigma.

I purchased this book as study material for my IASSC Green Belt exam. The methods and techniques in this book are fairly standard and I found only minor differences between it and the outlined curriculum for IASSC. The first few chapters are slow but I believe important. Strictly speaking, however, I think you might skip ahead to the "Define" chapter without too much harm. Even after achieving my certification, I have frequently referenced sections of this book as a six sigma practitioner. It has pride of place on my desk beside my laptop because it plays a vital role in my daily work. Further, the bibliography provides a well-curated list of further reading. This text has been a gateway to professional development. I couldn't recommend it more highly.

The book was in very good condition. And it is sufficiently legible for my studies and for my library. Only a few graphs and Figs in the books were slightly blurry and I had to squint my eyes a bit to read what was in them, because of the poor contrast between grey and black colours in them.

This book is very in depth of the 6 Sigma process and concepts. It's a great primer for those taking the ASQ Green or Black Belt tests.

EXCELLENT reference. Helped me achieve Green Belt, and is the reference of choice while working on the Six Sigma Black Belt.

Does a good job explaining the processes and program.

I bought this book based on the description and positive reviews but it all bogus!.. the book doesn't have any online quizzes or any mention of that inside... not does it have any practice quizzes... the information is at a very basic level that is good at beginners levels... examples are not upto the par and are more like case studies... there aren't any helpful analytical problems or examples based on probability, gage R&R, control charts etc.. and whatever examples are there are based on excel and minitab...i wish i could get refund for this book...

Great book for someone wanting to study for Black Belt Training. Good reference as well.

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