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What is Six Sigma?

By Peter S. Pande, Larry Holpp

McGraw-Hill Education - Europe. Paperback. Book Condition: new. BRAND NEW, What is Six Sigma?, Peter S. Pande, Larry Holpp, This is the first Six Sigma primer written especially for employees. Six Sigma has gained an avid following among executives and managers for its ability to reduce cycle time, eliminate product defects, and dramatically increase customer involvement and satisfaction. But Six Sigma can't work without widespread employee involvement and commitment. "What Is Six Sigma?" explains, for employees, the core ideas behind Six Sigma, the crucial roles and responsibilities employees have in a Six Sigma initiative, and how Six Sigma can benefit them. This concise introduction to Six Sigma explains what questions to ask when Six Sigma is first introduced in an organization, then answers those questions in straightforward and easy-to-read style. Look to it for real-world descriptions of: the fundamentals and foundations of Six Sigma; the essential roles employees play in Six Sigma; the changes and challenges they are likely to see; and, case studies of employees using Six Sigma to identify - and correct - major problems. More than a "quality" program, Six Sigma is a business initiative that helps every area of an organization meet the changing needs of its..



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