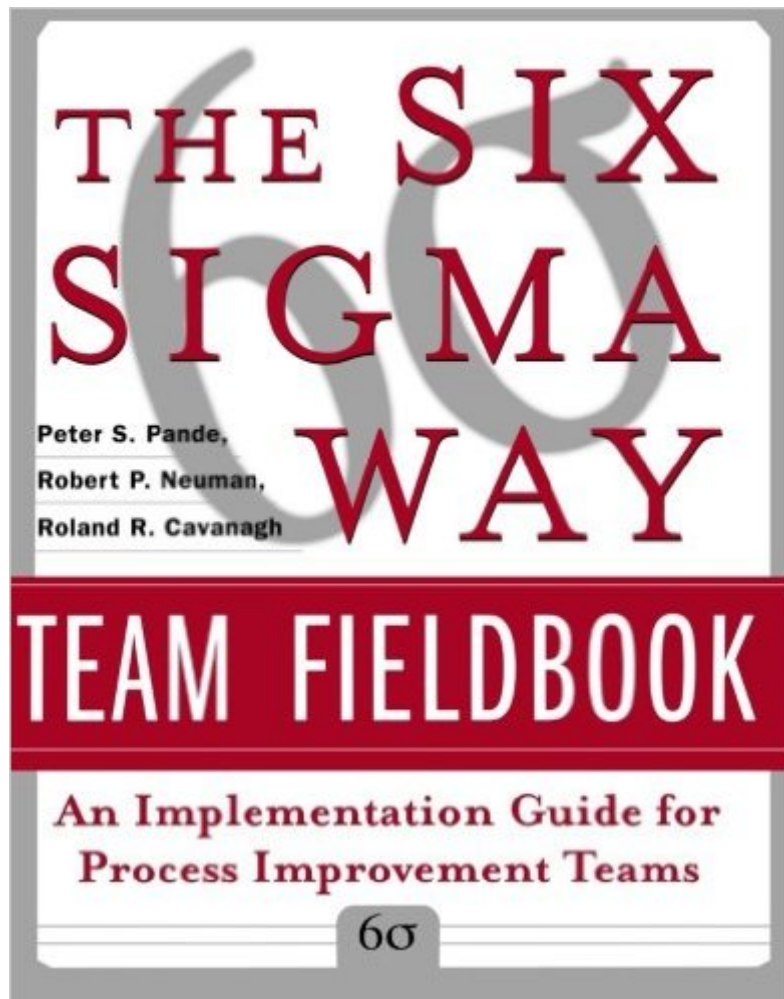


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The Six Sigma Way Team Fieldbook: An Implementation Guide For Process Improvement Teams



Synopsis

This companion guide to the bestselling *The Six Sigma Way* focuses on the project improvement teams that do the real, in-the-trenches work of Six Sigma—measuring performance, improving quality and saving millions in the process. *The Six Sigma Way Team Fieldbook* is a highly practical reference for team leaders and members, outlining both the methods that have made Six Sigma successful and the basic steps a team must follow in an improvement effort. Written by three veteran trainers of Six Sigma—Black Belts—and teams at GE, Sun Microsystems, and Sears, this hands-on guide helps teams obtain the skills they need to identify a product, service, or process that needs improvement or redesign; gather data on the process and the rate of defects; find ways to improve quality up to a Six Sigma level—just 3.4 defects per million; and much more. * Includes dozens of data-gathering forms and Six Sigma tools and worksheets * Describes key improvement methods in a concise how-to format with checklists and tips

Book Information

Paperback: 403 pages

Publisher: McGraw-Hill Education; 1 edition (January 4, 2002)

Language: English

ISBN-10: 9780071373142

ISBN-13: 978-0071373142

ASIN: 0071373144

Product Dimensions: 7.4 x 1 x 9.2 inches

Shipping Weight: 2 pounds (View shipping rates and policies)

Average Customer Review: 4.1 out of 5 stars— See all reviews— (29 customer reviews)

Best Sellers Rank: #110,417 in Books (See Top 100 in Books) #23 in Books > Business & Money > Management & Leadership > Quality Control & Management > Six Sigma #67 in Books > Business & Money > Management & Leadership > Quality Control & Management > Quality Control #104 in Books > Business & Money > Management & Leadership > Production & Operations

Customer Reviews

This Six Sigma book is for those who have little direct experience as a project manager. In addition to an introduction to Six Sigma (albeit not as efficient introduction as "What Is Six Sigma?"), the authors go into depth on team dynamics and other project management information. While the project management information is good and an excellent refresher for those who are only peripherally involved with project management, it helps to feed the Achilles heel of Six Sigma: the

perception that it's the same old stuff repackaged and given inflated value. A quick read of the reviews on will give you a feel for why people are skeptical of 6 Sigma: the feel-good tone of most writing on 6 Sigma and the insistence that it "is not a flavor-of-the-month management trend" make many of us suspect that 6 Sigma is not much more than hollow jargon and acronyms. Let's accept that these criticisms are valid and further that many "practitioners" are just self-aggrandizing or worse. But that still leaves us with the essential difficulties of positive change in any organization: you need to overcome assumptions that your organization's subculture may not even realize it has. What a corporation does by accepting Six Sigma is that it empowers people to gather data to challenge what "everybody knows". Most importantly, it sets a very high quality standard, which further sanctions data-driven change. I was not surprised to see that this book was used successfully in a college-level course on Six Sigma. That audience is less cynical than many in the corporate world and certainly could use exposure to project management. I feel that the greatest flaw in Six Sigma is that many practitioners and even the books permit the basics to be lost in the shuffle.

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