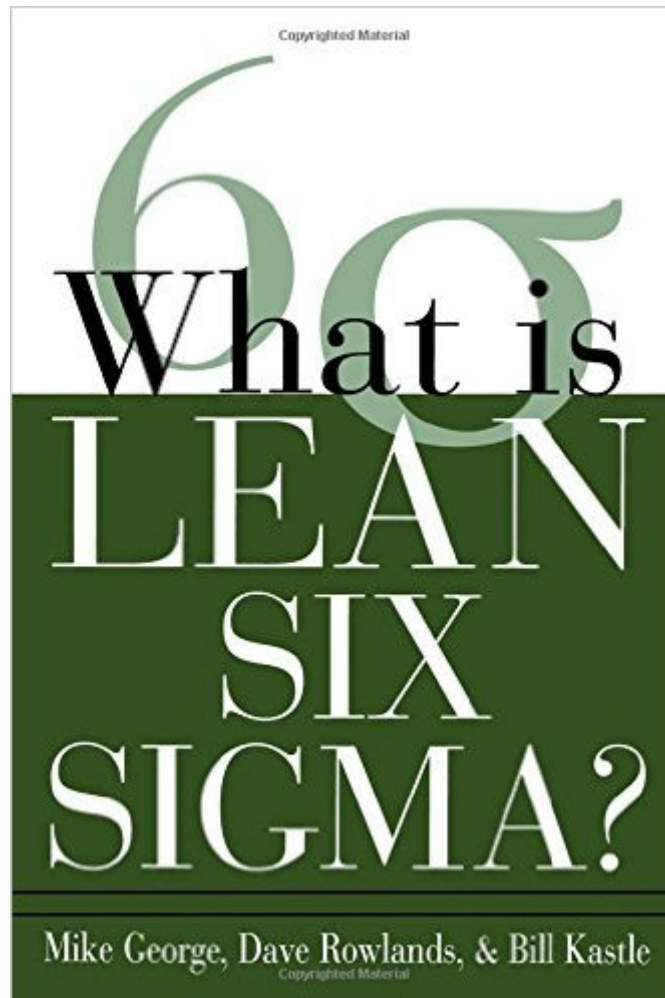


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# What Is Lean Six Sigma



## Synopsis

A quick introduction on how to use Lean Six Sigma to improve your workplace, meet your goals, and better serve your customers. Lean Six Sigma combines the two most important improvement trends of our time: making work better (using Six Sigma) and making work faster (using Lean principles). In this plain-English guide, you'll discover how this remarkable quality improvement method can give you the tools to identify and eliminate waste and quality problems in your own work area. Packed with diagrams, cartoons, and real-life examples, *What is Lean Six Sigma?* reveals the "four keys" of Lean Six Sigma and how they apply to your own job: Delight your customers with speed and quality Improve your processes Work together for maximum gain Base decisions on data and facts You'll see the big picture of what your company hopes to gain with Lean Six Sigma, how it may affect your work area, and what it can mean to you personally.

## Book Information

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## Customer Reviews

According to the back cover, this book is "a quick introduction to using Lean Six Sigma." Since you are looking at an introductory book, you are probably not familiar with Lean Six Sigma. The back cover again states, "Lean Six Sigma combines the two most important improvement trends of our time: making work better (using Six Sigma) and making work faster (using Lean Principles)." I believe this book accomplishes its stated goal. It's 92 pages of quick reading introduce the reader to the Lean Six Sigma improvement process through definitions, explanations and examples. The book is divided into two parts: Foundations of Lean Six Sigma and Implementing Lean Six Sigma. The

foundation section covers the four keys to Lean Six Sigma and the five laws of Lean Six Sigma. The implementation section covers how to get started, introduces the reader to tools in the Lean Six Sigma toolkit, gives a public sector example of where Lean Six Sigma was used to make improvements and what management needs to do to support a successful Lean Six Sigma effort. A reference book on Lean Six Sigma this book is not. If you are already familiar with Lean Six Sigma, then look elsewhere for more information. If you would like an introduction to Lean Six Sigma that is both understandable and easy to read, I highly recommend this book. Having read the book, I now feel better prepared to read additional Lean Six Sigma books that will take my knowledge and understanding to greater depths.

The authors did a great job on the book. I read it on an airplane earlier this week and really enjoyed it. It is very well written - very understandable at a novice level and insightful at the "supposed expert" level. I think it is a "must read" for everyone in an organization deploying Lean Six Sigma or anybody interested in improving the economic value of their business.

As a certified BB and someone familiar with the principles of Lean Manufacturing, I was hoping this book would tell me how to combine the two methodologies so that the end result is greater than the sum of the parts. At least that's what I thought the title implied . . . But no. This book is a good introduction to Six Sigma. There was a little about Lean Manufacturing. There was no information about how to combine these two programs! So - if you want a quick introduction to Six Sigma this is a good book. Otherwise, you don't need it.

Six Sigma books often couch their wisdom in acronyms or jargon, or they offer vague, unfulfilling anecdotal narratives. This book is different. As trim, focused and efficient as if a Six Sigma team had designed it, it gets the job done. Its mission is simple: explain the basic structure of Lean Six Sigma initiatives to readers who are likely to become involved in one. While select case studies are judiciously sprinkled throughout, this is a meat-and-potatoes book that tells you what you need to know in clear, straightforward prose. Although the authors - Mike George, Dave Rowlands and Bill Kastle - humbly issue the caveat that this is not intended to be a comprehensive reference, its terse yet relevant style will probably make it one of those dog-eared volumes that barely gets back to the HR bookshelf before it's checked out again. Because of its plainspoken functionality, we recommend this manual strongly to anyone whose future may involve Lean Six Sigma.

By all relevant criteria George's "What is Lean Six Sigma" is a worthwhile introduction into the lean six sigma concept and its application to general business issues. My major quibble is the author (publisher?) does not practice what he preaches when it comes to delivering waste-free content. An example that supports my argument is the numerous dull and humorless cartoons which illustrate the slim 92 page book. As well the section on the key topic of value stream mapping is barely a page long with an unusually complex illustration which confuses more than enlightens. The last chapter "Six Things Managers Should Do" is for the most part filled with trite, business-speak platitudes. Surely a summarized conclusion to such an important business concept and practical tool deserves more than a quarter page of whitewash. That being said, I praise the book for offering an easy-to-read format and concise treatment of the major topics associated with Lean Six Sigma. Let's hope the author feels fit in the next addition to trim the waste and deliver pure value.

If you are part of an organization that is doing, or about to implement, Lean Six Sigma, or if you want to quickly learn enough about Lean Six Sigma to decide if you want to learn about it in greater detail, then this book is for you. As probably the ideal target reader for this book - someone who had never really been involved with, yet was aware of, previous 'total quality' efforts; and someone who is working for an organization that is about to start on its own Lean Six Sigma journey - I found it to be extremely useful, easy to read, and packed with good anecdotes and case studies that got me excited about what Lean Six Sigma can do for my organization. From all my previous readings on management and organizational leadership, I really did not find much new material in this book. I did like how the book was organized into two complementary and naturally-flowing parts (Foundations of Lean Six Sigma and Implementing Lean Six Sigma) and how the authors mentioned a few times how Lean Six Sigma has learned from past 'total quality' efforts and how Lean Six Sigma has built-in measures to prevent past 'total quality' failures. I now know enough about Lean Six Sigma to understand the implications it has for my organization. I am ready and eager to take the next steps from having read this quick and effective introduction to Lean Six Sigma.

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