



Design for Six Sigma for Green Belts and Champions: Applications for Service Operations-- Foundations, Tools, DMADV, Cases, and Certification, (paperback)

Howard S. Gitlow, David M. Levine, Edward A. Popovich

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Most Six Sigma books are targeted at manufacturers, and don't reflect the unique implementation challenges service companies face. This book fills the gap. Using its practical, start-to-finish guidance, service company teams can utilize Six Sigma to drive powerful bottom-line benefits. The authors systematically introduce the management foundation required to implement Six Sigma successfully. Readers will discover how to lead teams to achieve results in shorter time frames, and present projects to executives concisely and effectively. This book thoroughly covers every stage of the DMADV Design for Six Sigma® Management improvement model: Define, Measure, Analyze, Design, and Verify/Validate. Outputs from Minitab, JMP, and SigmaFlow are illustrated and provided on CD-ROM and through downloadable data sets and templates.

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