



## Six Sigma: Basic Tools and Techniques (NetEffect)

*Donna C. Summers*

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# **Six Sigma: Basic Tools and Techniques (NetEffect)**

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With a focus on training, "Six Sigma: Concepts, Tools and Techniques" captures the fundamentals of Six Sigma methodology and shows how to use its tools and techniques to improve customer satisfaction and business performance. Offering a practitioner's point of view, this book covers key topics such as leadership and strategic planning; creating a customer focus; quality function deployment; teams and teamwork; DMAIC problem-solving; measures and metrics; project management; statistical methods; control charts; design of experiments; reliability; failure modes and effects analysis; and lean manufacturing. Realistic industry examples support each topic and thoughtful take away tips make it an excellent industry reference. Focuses on key topics such as: \*Leadership and Strategic Planning \*Creating a Customer Focus, \*Quality Function Deployment \*Teams and Teamwork \*DMAIC Problem-Solving \*Measures and Metrics \*Project Management \*Statistical Methods \*Control Charts \*Design of Experiments \*Reliability \*Failure Modes and Effects Analysis \*Lean Manufacturing. An excellent resource for anyone who is in business working with Six Sigma.

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