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Six Sigma has helped organizations of all types and sizes improve the quality of processes and products while simultaneously increasing customer satisfaction and saving billions of dollars. The Six Sigma Handbook covers the management systems and statistical tools that are the foundation for this revolutionary new approach to management.

Thomas Pyzdek offers expert, proven advice on using Six Sigma to retain customers and enhance bottom line performance while cutting costs dramatically. He explains exactly how to make Six Sigma work, including organizing for Six Sigma, the various levels of technical proficiency required, criteria for selecting personnel for training, using customer requirements to drive strategy and operations, successful project management, and much more.