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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 academic and industry reference.