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Applications For Service Oper

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Service companies increasingly recognize the immense value of Six Sigma for their environments. But most Six Sigma books are targeted at manufacturers, and don't reflect the unique implementation challenges service companies face. Others do focus on service industries, but fail to offer the real-world detail implementers need. This book fills the gap. Using its practical, start-to-finish guidance, service company teams can utilize Six Sigma to rapidly innovate new processes, improve existing processes, and drive powerful bottom-line benefits. The authors systematically introduce the management foundation required to implement Six Sigma successfully, showing how to use dashboards to align entire organizations behind key objectives. Readers will discover how to overcome project barriers, 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. (Those familiar with conventional Six Sigma may best understand DMADV as the equivalent of DMAIC for new process design.) The authors also offer clear, accessible explanations of the statistical methods needed by Champions and Green Belts -- illuminating each method with an example utilizing actual process design or redesign data. Outputs from Minitab, JMP, and SigmaFlow are illustrated and provided on CD-ROM.