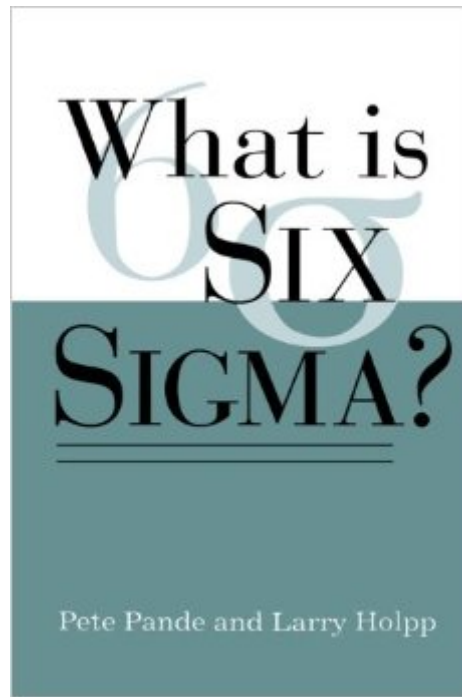


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# What Is Six Sigma?



## Synopsis

A brief introduction to Six Sigma for employees Six Sigma is today's most talked-about system for improving the quality of organizational processes. Written by bestselling author Peter Pande, *What Is Six Sigma?* is a concise summary of the core themes and processes of Six Sigma. Unlike almost all other books on Six Sigma, it is written for the employees of organizations rolling out Six Sigma not just managers. This helpful overview describes what Six Sigma is, why companies are implementing it, and how employees can make it a success in their own organizations. Based on the bestselling *The Six Sigma Way*, this accessible introduction to Six Sigma answers typical employee questions, concerns, and even skepticism about this revolutionary program. Includes: The six themes of Six Sigma A five-step roadmap to Six Sigma implementation The 10 basic tools of Six Sigma, with an entire page devoted to each

## Book Information

Paperback: 98 pages

Publisher: McGraw-Hill Education; 1 edition (November 16, 2001)

Language: English

ISBN-10: 0071381856

ISBN-13: 978-0071381857

Product Dimensions: 6 x 0.2 x 9 inches

Shipping Weight: 5.6 ounces (View shipping rates and policies)

Average Customer Review: 4.1 out of 5 stars See all reviews (44 customer reviews)

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## Customer Reviews

Of the Six Sigma books I've read, this is the one I'd recommend most highly. It will give you the basic "tools" of Six Sigma in a compact, useable form. I feel that this would be an excellent text for corporate training on Six Sigma, certainly for an introductory course. A quick read of the reviews on will give you a feel for why people are skeptical of Six Sigma: the feel-good tone of most writing on Six Sigma and the insistence that it "is not a flavor-of-the-month management trend" make many of us suspect that Six Sigma is not much more than hollow jargon and acronyms. Let's accept that these

criticisms are valid and further that many "practitioners" are just self-aggrandizing or worse. But that still leaves us with the essential difficulties of positive change in any organization: you need to overcome assumptions that your organization's subculture may not even realize it has. What a corporation does by accepting Six Sigma is that it empowers people to gather data to challenge what "everybody knows". Most importantly, it sets a very high quality standard, which reinforces the sanctioning of data-driven change. The authors of "What is Six Sigma" put it very well early on: "proactive management means making habits out of what are, too often, neglected business practices: defining ambitious goals and reviewing them frequently, setting clear priorities, focusing on problem prevention rather than firefighting, and questioning why we do things instead of blindly defending them." I feel that the greatest flaw in Six Sigma is that many practitioners and even the books permit the basics to be lost in the shuffle. If one listens to people talk about Six Sigma, it's easy to forget that a critical part of Six Sigma is that the data comes first, not the solution.

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