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By Rama Shankar



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In order to stay competitive, organizations need to continuously improve their processes. The purpose of this book is to provide the practitioner with the necessary tools and techniques with which to implement a systematic approach to process improvement initiatives using the Six Sigma methodology. While there are many self-help books out there, here the topics are discussed in a way so as to remove the fear out of Six Sigma and statistics. This guide takes readers through the five phases of the Six Sigma methodology, Define-Measure-Analyze-Improve-Control (DMAIC), in five clearly written and easy-to-understand sections. You learn each phase's purpose and what activities to perform in each. Numerous examples are included throughout and all statistics are described to the exact level of understanding necessary. Each of the five sections then concludes with a checklist to ensure that all of the phase's activities have been completed. Following the systematic approach outlined in this book will ensure that customer needs and functional area needs are understood and met; knowledge of subject matter experts (SMEs) and team members to improve the process is leveraged; team consensus is reached on the root cause(s) for problems; and risk is managed by addressing all compliance issues.



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