



pocket guide is an invaluable tool."--Ron Ashkenas, co-author of *The GE Work-Out Six Sigma: A data-driven approach to meeting customer requirements, solving process problems, and achieving bottom-line results. WorkOut: The revolutionary problem-solving program that brings management and workers together to bust bureaucracy. Companies worldwide use Six Sigma to measure and improve performance. Others use WorkOut to get quick bottom-line results and empower their workforce. But few enjoy the enormous success General Electric achieved by combining these approaches. Rath & Strong shows you how to get that synergy, with a handy pocket guide full of charts, checklists, assessment tools, and cases that help you: Prepare for, reenergize, or enhance a Six Sigma initiative Use a fast, simple alternative to Six Sigma Make your culture more participative, data-driven, and customer-focused Engage your front-line workers in Six Sigma*

Unlike other pocket guides, this guide is designed specifically to address topics that the author has found to cause problems, issues, and concerns for most Black Belts over the years. As such, its primary purpose is to serve as a useful reference guide for the Black Belt throughout his or her busy day, and particularly in meetings. Though not intended to be a tool guide like other pocket guides or a preparation guide for the ASQ certifications, it will nonetheless serve as a useful reference guide for both the ASQ Black Belt and Master Black Belt certification examinations. Black belts will enjoy reading this pocket guide and find it invaluable in their daily work.

*Private Sector Strategies for Public Service Leaders* No corner of the government or public sector has been spared from budget turmoil in recent years. Among budget cuts, increased requirements, and new threats and challenges, governments typically balance the scales through (1) increased funding and/ or (2) rationalizing services or service levels. This book gives you a third option. It's called high performance, and it's been implemented in the private sector—with great success—for more than two decades. This hands-on guide, written by the global consultants from Accenture, shows you how to apply these business principles in any public organization. Learn how to: Improve the outcomes you deliver— while lowering the cost to deliver them. Streamline your operations—by increasing speed, agility, and efficiency. Build a high-performance “anatomy” to strengthen your organization. Manage assets, decrease risks and losses, and deliver true excellence. Featuring case studies from the public sector, including federal, state, local, agencies, bureaus, and departments, this unique guide takes you inside government organizations, where high performance “anatomy” is already making a difference. You'll discover low-cost techniques deployed by the Naval Air Systems Command and the IRS, as well as high-performance solutions for problems as diverse as homeland security, disaster response, health care costs, and dwindling resources. *High Performance Government* provides a proven method for adapting to the “New Normal” of lower budgets by showing you how to do even more with even less—creating a learning, working environment that reacts to change. This is how the top companies in the world increase productivity and profits through any market conditions. From Wall Street to Washington and Main Street, real success is driven by execution excellence. This book gives you the solutions you need to lower cost and create a leaner more efficient organization. *Praise for Building High Performance Government* “Building High Performance Government is a fast read with a big message. It explains how the inevitable downsizing of governments at all levels—federal, state, local—doesn't

have to also mean fewer or lower-quality services. This book highlights viable strategies already in use today to create better alignment and greater productivity in government.” —Graham Richards, Former Mayor of Fort Wayne, Indiana “Every level of government is experiencing a budget crunch these days, and that always results in slashing services. This book can help public sector leaders find another option—how to deliver on their core mission at a much lower cost.” —Sean O’Keefe, CEO , EADS North America, former Administrator of NASA, former Secretary of the Navy and former chancellor of Louisiana State University (LSU) “A solid read for federal, state, and local government leaders wondering how to ‘do more, without more.’ Building High Performance Government focuses on the main things that leaders can do to help their organization get more out of each tax dollar while also improving quality and speed—an absolutely essential requirement in today’s fiscally constrained environment.” —David Melcher, Senior Vice President, ITT Corporation; President, ITT Defense & Information Solutions, US Army Lieutenant General (Ret.) formerly the Army’s Military Deputy for Budget and Deputy Chief of Staff for Programs in the Pentagon

The author of Lean Six Sigma applies the revolutionary "quality" improvement technique to the service sector, instructing readers in how to use Six Sigma to reduce service costs, improve service, and expand capacity.

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The principles of Six Sigma are being used in nearly every industry to reduce waste and improve performance. However, most books on the subject are written only for those in manufacturing, and specifically for engineers or those with a high level of technical expertise. Meanwhile those working in offices receive little or no information on how to use Six Sigma in their environments. Now best-selling author Rod Munro has written a convenient book explaining the tools of Six Sigma, specifically tailored to those in the office. Six Sigma for the Office: a Pocket Guide is a convenient guide for anyone working on Six Sigma projects in non-manufacturing environments. Specifically written for those at the green belt level, this book will help explain the Six Sigma tools and show how they apply to those working in an office. all of the examples in the book are taken from the office environment, so office workers will easily identify and be able to apply these tools in their own jobs. Preview a sample chapter from this book along with the full table of contents by clicking here. You will need Adobe Acrobat to view this pdf file.

A BUSINESSWEEK BESTSELLER Bestselling Lean Six Sigma author Michael George provides the first pocket guide for deployers of Lean Six Sigma The Lean Six Sigma Pocket Toolbook blends Lean and Six Sigma tools and concepts, providing expert advice on how to determine which tool within a "family" is best for different purposes. Packed with detailed examples and step-bystep instructions, it's the ideal handy reference guide to help Green and Black Belts make the transition from the classroom to the field. Features brief summaries and examples of the 70 most important tools in Lean Six Sigma, such as "Pull," "Heijunka," and "Control Charts" Groups tools by purpose and usage Offers a quick, easy reference on using the DMAIC improvement cycle Provides comprehensive coverage in a compact, portable format

The Lean Six Sigma Pocket Toolbook: A Quick Reference Guide to Nearly 100 Tools for Improving Quality and SpeedMcGraw Hill Professional "The Lean Six Sigma Pocket Toolbook blends Lean and Six Sigma tools and concepts, providing expert advice on how to determine which tool within a 'family' is best for different purposes. Packed with detailed examples and step-by-step instructions, it's the ideal handy reference guide to help Green and Black Belts make the transition from the classroom to the field."--Resource description page.



management tools, cost of quality analysis, and Lean tools, such as 5S, 8 wastes, and the 5 whys. Ultimately, the Lean Six Sigma team must show improvement against the metrics that assess customer satisfaction. This book includes strategies for integrating Lean Six Sigma tools into measurable improvement processes and eliminating the root causes of problems. With its inclusion of case studies and an alternative approach to the material, the book provides an instant understanding of how others have successfully applied Lean Six Sigma tools. This understanding then translates into processes that can be applied to any service organization.

If you are starting to learn about the concepts of streamlining a business process, you are in the right place. We will introduce you to the methodologies of Lean, Six Sigma, and Lean Six Sigma. People with no experience in this area can get an idea of what it is all about. Get to know more about Lean Six Sigma, how important it is, and how you can benefit from it professionally with this book, and begin your journey towards building a strong career path.

Meet all your customers' needs—and your company's goals—with the tools and techniques of Lean Six Sigma 2 top-quality guides in 1 powerful eBook package! When you combine Lean Production and Six Sigma, you can't fail to deliver positive results on a continual basis. This powerful mix—called Lean Six Sigma—is what some of the world's most successful organizations use to launch themselves ahead of the competition—and stay there. Now, from one convenient ebook, you can access everything you need to accomplish the same goals. Lean Six Sigma—An Introduction and Toolkit provides all the background and tools you need to start your company on the path to long-term success. This two-in-one ebook contains: What Is Lean Six Sigma? This plain-English guide explains how you can use Lean Six Sigma to identify and eliminate waste, cut costs, and grow revenue. Featuring charts, diagrams, and case studies, it walks you through all the fundamentals, explaining the "four keys" and how they apply to your own job: Delight your customers with speed and quality Improve your processes Work together for maximum gain Base decisions on data and facts The Lean Six Sigma Pocket Toolbox The Lean Six Sigma Pocket Toolbook is today's most complete and results-based reference to the tools and concepts you need to understand, implement, and leverage Lean Six Sigma. This hands-on reference provides: Analyses of nearly 100 tools and methodologies--from DMAIC and Pull Systems to Control Charts and Pareto Charts Detailed explanations of each tool to help you know how, when, and why to use it for maximum efficacy Sections for each tool explaining how to create it, how to interpret what you find, and expert tips Not a tool guide or a test-prep guide, this book is designed specifically to address topics that the author has found to cause problems, issues, and concerns for most Black Belts over the years.

Six Sigma Project Management: a Pocket Guide provides a step-by-step approach to implementing a Six Sigma project, that can be easily applied within any type of organization. Author Jeffrey Lowenthal has written an easy to use, pocket-sized guidebook, specifically applying the practices of Six Sigma to project management. Based on the author's own experiences and case studies, Six Sigma Project Management: a Pocket Guide explains how to best manage projects using the Six Sigma initiative. At the heart of this book is the Six-Step Six Sigma Methodology, which serves as a roadmap for change, a sequential model that can be followed when

deploying a sigma initiative within any company. This short and concise guide is straightforward and contains many graphics and flowcharts, which makes the information easy to follow and the book simple to use.

Vital tools for implementing Lean Six Sigma--what they are, how they work, and which to use The Lean Six Sigma Pocket Toolbook is today's most complete and results-based reference to the tools and concepts needed to understand, implement, and leverage Lean Six Sigma. The only guide that groups tools by purpose and use, this hands-on reference provides: Analyses of nearly 100 tools and methodologies--from DMAIC and Pull Systems to Control Charts and Pareto Charts Detailed explanations of each tool to help you know how, when, and why to use it for maximum efficacy Sections for each tool explaining how to create it, how to interpret what you find, and expert tips Lean Six Sigma is today's leading technique to maximize production efficiency and maintain control over each step in the managerial process. With The Lean Six Sigma Pocket Toolbook, you'll discover how to propel your organization to new levels of competitive success--one tool at a time.

A simple, take-along guide to achieving lasting business results A companion to the bestselling Rath & Strong Pocket Guide to Six Sigma, Rath & Strong's Pocket Guide to Advanced Six Sigma Tools is designed to help Six Sigma black belts, green belts, and team leaders from every field to implement the most powerful tools in Six Sigma without getting bogged down in statistical theory. This pocket-sized field guide provides practical advice on the use of advanced tools, such as: sampling, analysis of variance, multiple regression, and design of experiments. Each tool is explained in easy-to-understand language, permitting the reader to solve real-world problems in any area of business. Covers step-by-step implementation of the most important Six Sigma tools. Features a heavy emphasis on applying the best tools to solve practical business problems. Explains how to use Microsoft Excel and Minitab statistical software to simplify the process.

This practical, concise guide shows you how WorkOut--the simple but powerful problem-solving tool developed by Jack Welch at General Electric can increase Six Sigma s success. Hundreds of organizations around the world have used WorkOut to get quick bottom-line results and empower their workforce. Now, Rath & Strong's WorkOut for Six Sigma Pocket Guide shows you, step-by-step, how to apply this tool to your Six Sigma initiative -- today. Learn how you can: Use WorkOut to set the stage for Six Sigma s success Find out if your Six Sigma initiative is in trouble and get it back on track with WorkOut Use WorkOut to make a good Six Sigma initiative even better

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