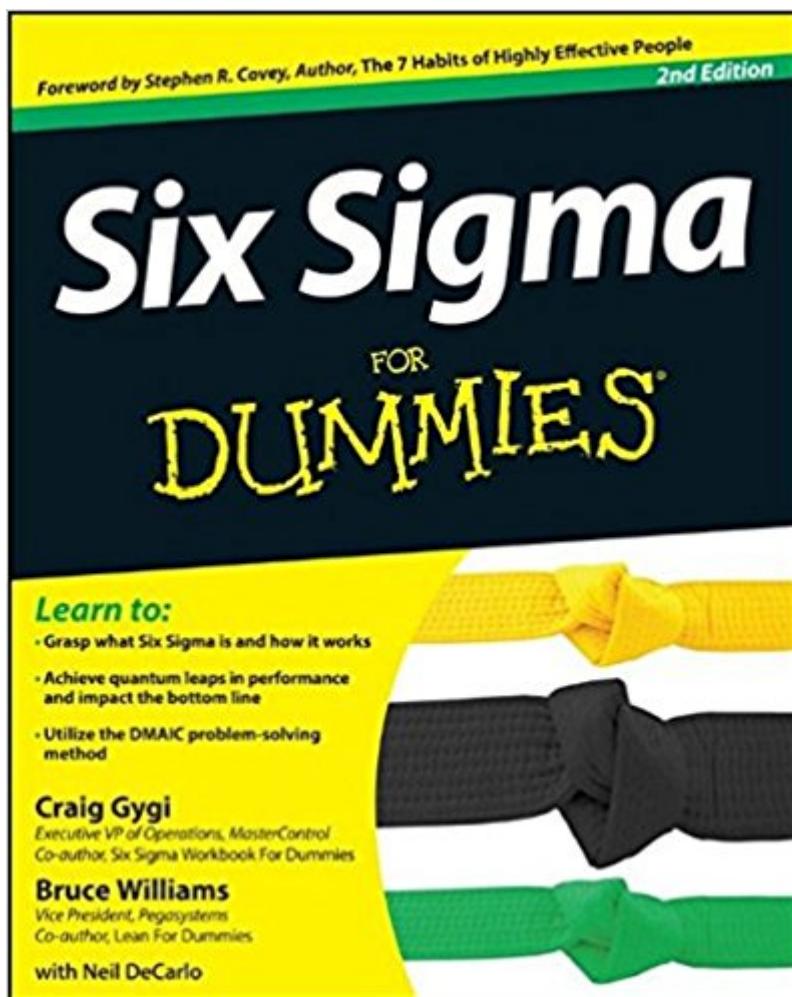


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# Six Sigma For Dummies



## Synopsis

The fast and easy way to understand and implement Six Sigma The world's largest and most profitable companies— including the likes of GE, Bank of America, Honeywell, DuPont, Samsung, Starwood Hotels, Bechtel, and Motorola— have used Six Sigma to achieve breathtaking improvements in business performance, in everything from products to processes to complex systems and even in work environments. Over the past decade, over \$100 billion in bottom-line performance has been achieved through corporate Six Sigma programs. Yet, despite its astounding effectiveness, few outside of the community of Six Sigma practitioners know what Six Sigma is all about. With this book, Six Sigma is revealed to everyone. You might be in a company that's already implemented Six Sigma, or your organization may be considering it. You may be a student who wants to learn how it works, or you might be a seasoned business professional who needs to get up to speed. In any case, this updated edition of Six Sigma For Dummies is the most straightforward, non-intimidating guide on the market. New and updated material, including real-world examples What Six Sigma is all about and how it works The benefits of Six Sigma in organizations and businesses The powerful "DMAIC" problem-solving roadmap Yellow, Green and Black— how the Six Sigma "belt" system works How to select and utilize the right tools and technologies Speaking the language of Six Sigma; knowing the roles and responsibilities; and mastering the statistics skills and analytical methods Six Sigma For Dummies will become everyone's No. 1 resource for discovering and mastering the world's most famous and powerful improvement tool. Stephen Covey is spot-on when he says, "Six Sigma For Dummies is a book to be read by everyone."

## Book Information

Paperback: 408 pages

Publisher: For Dummies; 2 edition (October 16, 2012)

Language: English

ISBN-10: 1118120353

ISBN-13: 978-1118120354

Product Dimensions: 7.4 x 0.8 x 9.3 inches

Shipping Weight: 1.3 pounds (View shipping rates and policies)

Average Customer Review: 4.3 out of 5 stars 61 customer reviews

Best Sellers Rank: #25,139 in Books (See Top 100 in Books) #3 in Books > Business & Money > Management & Leadership > Quality Control & Management > Six Sigma #15

## Customer Reviews

Learn to: Grasp what Six Sigma is and how it works Achieve quantum leaps in performance and impact the bottom line Utilize the DMAIC problem-solving method Use Six Sigma to improve business performance ; and reap big profits Millions of people work in companies that use Six Sigma to achieve quantum leaps in performance ; in everything from products and processes to systems and even environments. But for beginners, Six Sigma can seem confusing and mysterious. Relax! Six Sigma For Dummies explains it all, whether you need help implementing the methodology or just understanding it. Meet the big Six ; get an overview of the Six Sigma methodology, the key principles underlying its applications, and the roles and phases involved in its implementation Size it up ; dig into the details of the Six Sigma DMAIC problem-solving road map to discover how to properly scope and launch a project Get to the root ; find out how to use the Six Sigma DMAIC analyzing road map to objectively eliminate trivial and unimportant factors Don't lose your cool ; get a handle on the improving and controlling aspects of the DMAIC problem-solving road map to synthesize improvement and lock in your gains Grab some tools ; get a listing of the technology tools and information systems that Six Sigma practitioners use Open the book and find: What Six Sigma is and how it works The founding principles and language of Six Sigma How to analyze data through charts and graphs The roles and responsibilities of Belts and Champions Ways to forecast future performance How to design, conduct, and analyze experiments The top do's and don'ts of Six Sigma

Craig Gygi is Executive VP of Operations at MasterControl, a leading company providing software and services for best practices in automating and connecting every stage of quality/regulatory compliance, through the entire product life cycle. He is an operations executive and internationally recognized Lean Six Sigma thought leader and practitioner. Bruce Williams is Vice President of Pegasystems, the world leader in business process management. He is a leading speaker and presenter on business and technology trends, and is co-author of Six Sigma Workbook for Dummies, Process Intelligence for Dummies, BPM Basics for Dummies and The Intelligent Guide to Enterprise BPM. Neil DeCarlo was President of DeCarlo Communications.

This book makes a complex subject understandable. I'd give it five stars, except that many of the formulas are extremely hard to read in the Kindle version. Much as I love my Kindle, I think the paperback would be a much better investment in this case.

For full disclosure, I spent a few years as a practicing six sigma black belt for a top six sigma corporation, so my review is certainly biased. I'm comparing this small inexpensive book to six weeks of training, several years of practicing, and a stack of training materials measuring 30 inches deep. This book compares very, very well to that training in most regards. I docked it a star because there are a few gaps that I think are huge misses, but I could easily see this book with 5 stars. Key things I liked about the book:+ Many, many six sigma tools are explained very well, especially my favorites: the Failure Modes Effects Analysis (FMEA) and control charts. I didn't find anything wrong about the explanations, and in fact, identified the key points I would highlight to a student (e.g. caution about how Detection scoring flips on you for the FMEA).+ There's a nice introduction into Lean, which is truly a close cousin to six sigma. No six sigma instruction should be without it. (My employer treated it as part of six sigma.)+ When I saw the quote "in God we trust, all others bring data" I knew these guys were experienced practitioners.+ Explanation not only of the statistical equations, but more importantly, the statistical tools you need to consider getting. Because NO ONE is hand-calculating this stuff people! You need the tools to play around with the data, see how it works, identify errors, etc. What didn't I like?- No discussion of Design for Six Sigma, DESPITE a brief mention of it! Again, my previous employer saw DFSS as part of six sigma, and learning it (like Lean) is required for a black belt. They should have included a short intro to it like they did for Lean.- This book desperately needs a chapter on why projects fail. This is extremely critical. Most people think six sigma is all about the math. It IS NOT. The math is truly the easiest part. The hard part is completing the project. Time and again I saw projects fail for a handful of reasons. The authors touch on many of the causes, but without calling them out specifically, they are dooming novice practitioners to fail. Most people think it's about doing the right stats but a lot of it is finding the right champion and getting him/her to support your work through to the end.- The authors need to call out that tools like Minitab and JMP are not something that anyone could pick up and start using. They require real training. If you want to use these tools, budget for classes. You need them. Also, SigmaXL (a plug-in for Excel that does six sigma calculations) is a buggy piece of dog doo. I have it installed now because my current employer is too cheap to buy us all JMP or Minitab. SigmaXL, well, you get what you pay for. It can do the math, but the journey will be a rough one where you will remember curse words you haven't heard in years. I hope those who pick this book up are excited

about what six sigma can do for their company. But it really isn't the key to success. It's a methodology, and many will work. There are no silver bullets or free lunches. Before picking up this book, consider if your company is ready to examine how it does business with no sacred cows. Make sure you have a strong champion at the very top who will provide air cover when you start asking very uncomfortable questions. Make sure the team buys in to the methodology and will continue to run with it after you hand the work over to the process owners. Most projects fail, and there's nothing special about six sigma that excuses it from that grim fate.

I recently began my journey into Six Sigma and am very happy I started with this book. It gives a solid introduction to the ideas and methodologies behind Six Sigma that is broad enough to be adapted to whatever profession you are using it for. I successfully passed the Yellow Belt exam through ASQ after reading most of this book. I am going to use it as a resource again when I eventually take the Green and Black Belt exams too.

Excellent

I needed a book to get over my first weeks of Green Belt training. This one did it. I am still using it for my Black Belt. It is funny and easy to follow. Go or it if you are a beginner.

Fantastic book. It really broke down-in simple terms what I needed to know to write my green belt certification program. I recommend it.

I bought this as an accessory to a Six Sigma Green Belt course I took through a company called "More Steam". Its a company that many larger employers use to host their own internal trainings. We used their online workbooks, tests and learning methodologies.Unfortunately, this book did not help that much. I feel this book is full of useful information and, as usual with this series, presented in a very straight-forward way. **HOWEVER**, the methods within, terminology and requirements for the Green Belt course did not line up with my vended training.Further the way this book was written did not make it much of a use for "indexing" or cross-referencing what I was learning in my course. The index could be more comprehensive.I was surprised how "linear" the presentation of this book made six sigma seem, whereas my class taught about varying methods and scoping a project for choosing those methods.This book should also provide an online website to support some of the pages and pages of sigma calculating that it supports. This was a major annoyance.Its really

unfortunate that Six Sigma teachings, as a whole are not as universal as I had once assumed they would be and this book was not as useful to my learning as I had hoped it would be. The book should be more clear that it is not intended to be an all encompassing factor for learning about six sigma. In fact its more of a Cliffs Notes version of learning about six sigma as opposed to assisting you practice the skills within. Book score 3/5 Having said all that, I would give the More Steam class I took only a 2 out of 5, but that's not applicable to this product, but an important footnote to my review.

I have included review of Six Sigma in tertiary studies, but have found the holistic coverage provided by this book to provide a clear , unambiguous explanation of the theory and practice of Six Sigma.

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