

Quality Management for Organizations Using Lean Six Sigma Techniques

By Erick Jones

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The next step in the evolution of the organizational quality field, Lean Six Sigma (LSS) has come of age. However, many challenges to using LSS in lieu of, in conjunction with, or integrated with other quality initiatives remain. An update on the current focus of quality management, **Quality Management for Organizations Using Lean Six Sigma Techniques** covers the concepts and principles of Lean Six Sigma and its origins in quality, total quality management (TQM), and statistical process control (SPC), and then explores how it can be integrated into manufacturing, logistics, and healthcare operations.

The book presents the background on quality and Lean Six Sigma (LSS) techniques and tools, previous history of LSS in manufacturing, and current applications of LSS in operations such as logistics and healthcare. It provides a decision model for choosing whether to use LSS or other quality initiatives, which projects should be selected and prioritized, and what to do with non-LSS projects. The author also details an integration model for integrating and developing integrated LSS and other quality initiatives, and common mathematical techniques that you can use for performing LSS statistical calculations. He describes methods to attain the different Six Sigma certifications, and closes with discussion of future directions of Lean Six Sigma and quality.

Case studies illustrate the integration of LSS principles into other quality initiatives, highlighting best practices as well as successful and failed integrations. This guide gives you a balanced description of the good, bad, and ugly in integrating LSS into modern operations, giving you the understanding necessary to immediately apply the concepts to your quality processes.

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Editorial Review

Review

… an excellent discussion of Lean Six Sigma techniques for students and practitioners; it gives readers an in depth history and process improvement methodology to learn and apply quality initiatives. … very novel in that it compares six sigma with and without a lean manufacturing approach; this comparison will allow readers to better understand and select the most appropriate implementation method for lean six sigma in their organizations.
?Matthew Franchetti, The University of Toledo

… a must have for all industry professionals that want to implement Lean Six Sigma. I will not only have the book on my shelf, but will use it as a reference guide over and over when needing to refer to particular tools and techniques for Lean Six Sigma. The authors were extremely thorough in the topics they covered and did not miss any tools. The methodology is straight forward and makes Lean Six Sigma an easy fundamental element in one's profession.
?Tina Kanti Agustiady, Philips Healthcare

… integrates quality concepts, definitions, philosophies and methodologies in a straight-forward manner to help the practitioner and student better understand how to synthesize the often conflicting tools and techniques in the quality field within the Lean Six Sigma body of knowledge. … The book brings a refreshingly new perspective and incorporates many topics that have not been discussed in other textbooks related to Six Sigma, such as, getting the right talent pool, prioritizing and integrating six sigma projects with the organization's strategies, providing financial justification of six sigma projects, work measurement, and integration to the various quality tools, methods, philosophies and quality award programs.
—Sandra L. Furterer, Southern Polytechnic State University, Marietta, Georgia

"This is an incredibly useful text. This book is very easy to read and applicable for the novice to the advanced interested in Lean Six Sigma. The level of detail and explanations make it appropriate for anyone wanting to realize the benefits of or champion Lean Six Sigma in their own company."
?Beth Cudney, Missouri University of Science and Technology

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