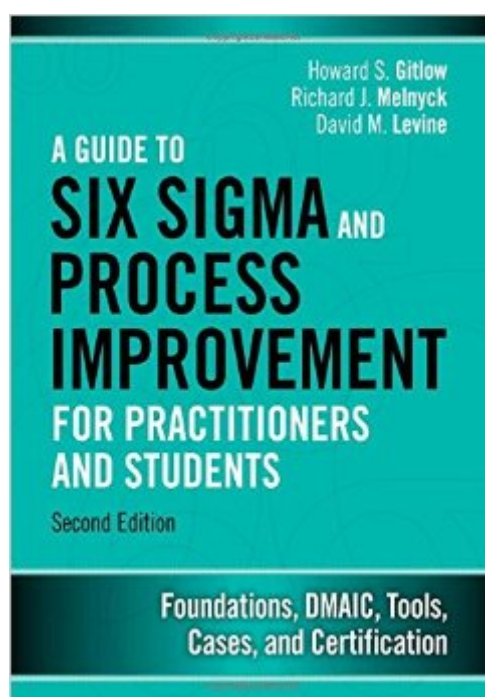


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# A Guide To Six Sigma And Process Improvement For Practitioners And Students: Foundations, DMAIC, Tools, Cases, And Certification (2nd Edition)



## Synopsis

Master modern Six Sigma implementation with the most complete, up-to-date guide for Green Belts, Black Belts, Champions and students! Now fully updated with the latest lean and process control applications, *A Guide to Lean Six Sigma and Process Improvement for Practitioners and Students, Second Edition* gives you a complete executive framework for understanding quality and implementing Lean Six Sigma. Whether you're a green belt, black belt, champion, or student, Howard Gitlow and Richard Melnyck cover all you need to know. Step by step, they systematically walk you through the five-step DMAIC implementation process, with detailed examples and many real-world case studies. You'll find practical coverage of Six Sigma statistics and management techniques, from dashboards and control charts to hypothesis testing and experiment design. Drawing on their extensive experience consulting on Six Sigma and leading major Lean and quality initiatives, Gitlow and Melnyck offer up-to-date coverage of: What Six Sigma can do, and how to manage it effectively Six Sigma roles, responsibilities, and terminology Running Six Sigma programs with Dashboards and Control Charts Mastering each DMAIC phase: Define, Measure, Analyze, Improve, Control Understanding foundational Six Sigma statistics: probability, probability distributions, sampling distributions, and interval estimation Pursuing Six Sigma Champion or Green Belt Certification, and more This guide will be an invaluable resource for everyone who is currently involved in Six Sigma implementation, or plans to be. It's ideal for students in quality programs; "Green Belts" who project manage Six Sigma implementations, "Black Belts" who lead Six Sigma teams; "Champions" who promote and coordinate Six Sigma at the executive level; and anyone seeking Six Sigma certification.

## Book Information

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## **Customer Reviews**

Gitlow/Melnick/Levine have done an excellent job of presenting their expertise in Six Sigma in this book. I have read, probably, the top 10 or so books on this subject and this book fits into the top three for sure. The presentation style and real-world examples (some of which contain good humor to keep the reader amused and make the examples stick) greatly facilitate the learning on the subject in a careful and pragmatic way. It is a tremendous resource tool for anyone on the Six Sigma learning or practicing spectrum. Overall, it is a great book and a worthy addition to a person's process improvement library.

I thought this book was extremely well written for beginner six sigma students. The content is logically laid out and the DMAIC case study outlines the process well. The book is filled with several funny anecdotes which is rare for a six sigma book. As a healthcare professional, I appreciated the numerous healthcare examples, however, at times I wished for examples from different industries as well. My one critique is that the book doesn't offer any practice questions. Preparing for the green belt exam using this book, I would have liked to practice my knowledge immediately after finishing the chapter. Overall, I believe this is an excellent book to understand the fundamentals of six sigma process improvement.

This book is an outstanding resource for those interested in mastering the art of quality improvement - especially in healthcare. Gitlow and Melnick have laid out the text in a logical, easy to read format that makes sense even to those who may have little or no background in the field. The book starts with concepts and solidifies with many specific practical examples that the reader can relate to. The material goes well beyond Six-Sigma and discusses the many other approaches to process improvement. I would highly recommend this text - I have found it particularly helpful in my QI journey!

This book has been really helpful in helping me grasp the tools needed to put quality improvement concepts into practice. Although nothing can replace a mentor in the process, a solid fundamental yet practical guide to the field has been a huge component in the learning process. It's surprisingly

easy to read (and even enjoyable at times) with corny real life examples. It has good examples of each step of the process, which are particularly helpful in the flow chart mapping and data collection/organizing, when you reach each step of your project. It's a great book no matter what part of the Six Sigma training you're in. Let's make the world a better place (or at least a more efficient one)!

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