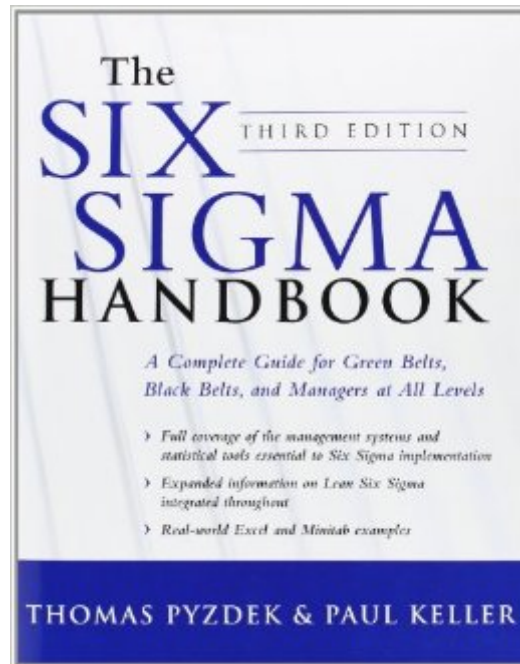


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# The Six Sigma Handbook, Third Edition



## Synopsis

The authoritative classic--revised and updated for today's Six Sigma practitioners Whether you want to further your Six Sigma training to achieve a Black or Green Belt or you are totally new to the quality-management strategy, you need reliable guidance. The Six Sigma Handbook, Third Edition shows you, step by step, how to integrate this profitable approach into your company's culture. Co-written by an award-winning contributor to the practice of quality management and a successful Six Sigma trainer, this hands-on guide features: Cutting-edge, Lean Six Sigma concepts integrated throughout Completely revised material focused on project objectives Updated and expanded problem-solving examples using Excel and Minitab A streamlined format that puts proven practices at your fingertips The Six Sigma Handbook, Third Edition is the only comprehensive reference you need to make Six Sigma work for your company. The book explains how to organize for Six Sigma, how to use customer requirements to drive strategy and operations, how to carry out successful project management, and more. Learn all the management responsibilities and actions necessary for a successful deployment, as well as how to: Dramatically improve products and processes using DMAIC and DMADV Use Design for Six Sigma to create innovative products and processes Incorporate lean, problem-solving, and statistical techniques within the Six Sigma methodology Avoid common pitfalls during implementation Six Sigma has evolved with the changing global economy, and The Six Sigma Handbook, Third Edition is your key to ensuring that your company realizes significant gains in quality, productivity, and sales in today's business climate. Â

## Book Information

Hardcover: 560 pages

Publisher: McGraw-Hill Professional; 3 edition (September 21, 2009)

Language: English

ISBN-10: 0071623388

ISBN-13: 978-0071623384

Product Dimensions: 8 x 1.5 x 9.5 inches

Shipping Weight: 2.4 pounds

Average Customer Review: 4.2 out of 5 stars Â Â See all reviews Â (79 customer reviews)

Best Sellers Rank: #305,829 in Books (See Top 100 in Books) #71 in Â Books > Business & Money > Management & Leadership > Quality Control & Management > Six Sigma #250 in Â Books > Business & Money > Management & Leadership > Quality Control & Management > Quality Control #316 in Â Books > Business & Money > Management & Leadership > Production & Operations

## Customer Reviews

The book contains a lot of information, but it's very difficult to learn from it. I already knew the basics of 6 Sigma, so I was able to understand what the author was talking about. If I didn't already know the concept, it would have been like reading greek. The book never gives a simple overview of what 6 Sigma means. He explains the details of each piece of the jigsaw puzzle, but doesn't tell you what the puzzle will look like in the end. The book begins not with an explanation of what 6 sigma is, but with the benefits of it. He provides equations on limits of  $r$ ,  $u$ ,  $np$ ,  $\sigma$ , averages charts, and others, early on, but doesn't explain what those charts are until chapter 8. I kept reading and re-reading, thinking that I missed something. Another example: He uses the term "subgroup" in equations, examples, and descriptions of situations. The term "subgroup" is not defined until page 235. Sure, I tried to look it up in the glossary -- it isn't there. I tried the index, as well. It's not there either. Believe me, if you need to read a book in order to learn and understand 6 Sigma, look elsewhere. I admit, I didn't read the entire book. That's because I didn't learn anything in the first 250 pages.

I took a very in-depth online Six Sigma certification class. This book was the required textbook for the course. It does thoroughly cover all aspects of Six Sigma, but BE WARNED!! It is dry reading FILLED with acronyms that I don't think even certified black-belts could remember all of. I was glad to see another reviewer comment on the writing style. I also found it poorly written. The author reminds me of a boss I once had- it's the classic "I'll just keep talking over everyone's head, until they see my superior intellect or I convince them of their own stupidity." I consider myself to be well educated, and one who picks up almost any project easily. I found myself scratching my head and asking, "SERIOUSLY? Is this guy for real??" While it probably is the definitive Six Sigma textbook, be prepared for the math, algebra, an alphabet soup of acronyms and more corporate "buzz word" speak than you can shake a stick at!

Thomas Pyzdek has been doing 6 sigma and 6 sigma training for many years. The reference manual is an indispensable tool for any SSGB/SSBB. It is extremely comprehensive and thorough and goes over each stage in the DMAIC road map, along with the tools, in a very high level of detail. If you are not enrolled in a SS training course or if you are new to SS, this is not a book you want to be using as a self teaching book - however, for everyone else (those who are SS certified or are going through certification), this handbook is a treasure trove of tools, tips, and techniques for everything six sigma related. Remember, this book is not designed as a self-study guide (you could

use it, but because it jumps into a lot of the more high level material, it would be confusing to many new to SS). This book is designed as a road map and a reference guide for those already familiar with the SS process and methodology and want to gain a better understanding of each of the DMAIC/DMADV process steps, as well as a very thorough overview and in depth discussion of each of the statistical tools. The biggest improvement of this book over the second edition was a more in-depth review of software tools as well as an expanded appendix reviewing statistical charts.

The first one-third of the book provides an excellent management overview of the philosophy, content and application of Six Sigma, including its relation to prior quality programs. The authors are up-to-date and highly experienced. They provide best practices advice on the gray areas of applications. The second section, chapters 5-7, briefly skims the surface of project management and process mapping. The bulk of the book is devoted to a high level review of all of the statistical tools a six sigma blackbelt might ever use, including Excel/Minitab tools, and practical applications advice. This is not a course to learn six sigma, but a reference book for those who are trying to refresh their skills, prepare for an exam or quickly find a tool.

I'll admit that I haven't finished the book and that I'm not six sigma certified at this time. I'm still reading the book, and most of it seems predictable (I assume that this is in regard to six sigma, not the author), but the audience for this book would seem to be the c-suite exec or a board member of a relatively large company. However, the point that I intend to address in this review is the editing. Its terrible. There are typos everywhere. About every other page, I find another typo. There are far more than 3.4 errors per million. The editing is more on the level of 1 sigma. Maybe this is the author's fault. Maybe its the editor's fault. Whoever managed the production of this book through the first three editions failed in their job. Its almost funny how bad the editing is. McGrawHill did not do a good job here. Other than the typos, the book seems fine.

Obviously the standard in Six Sigma training. It's very technical and in depth, but includes copious examples and great methods to adapt the concepts to most business. I would say if you work in a social sector, it's a bit more difficult to adapt the principles since it's based around manufacturing, but if you look, you should see more than enough applications of process improvement.

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