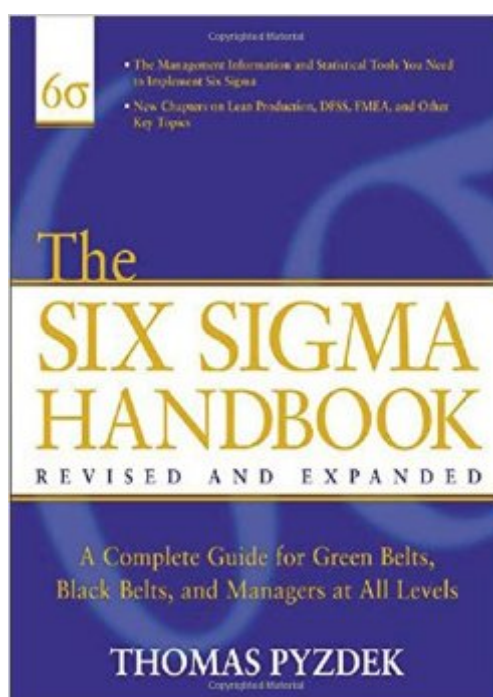


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# The Six Sigma Handbook: The Complete Guide For Greenbelts, Blackbelts, And Managers At All Levels, Revised And Expanded Edition



## Synopsis

The most comprehensive Six Sigma reference available, now revised and expanded. Completely rewritten and reorganized, this second edition of The Six Sigma Handbook covers all the basic statistics and quality improvement tools of the Six Sigma quality management system. This new edition reflects the developments in Six Sigma over the past few years and will help maintain the book's position as the leading comprehensive guide to Six Sigma. Key changes to this edition include: New chapters on DFSS (Design for Six Sigma) Minitab, the most popular statistical software for Six Sigma Six Sigma philosophy and values Flowcharting SIPOC Coverage of the core problem-solving technique DMAIC (Define, Measure, Analyze, Improve, Control) Dozens of downloadable, customizable Six Sigma work sheets New material on important advanced Six Sigma tools such as FMEA (Failure Mode and Effects Analysis)

## Book Information

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## Customer Reviews

I have been doing Six Sigma projects for GE worldwide for over six years. I was very pleased to find a book that doesn't pontificate about the benefits of Six Sigma without telling the practitioner what to do on a Monday morning. The organization of the tools using the DMAIC framework is especially useful for the beginning BB who is trying to make sense of the weeks of training while they are executing their projects. Some sections, such as the TVM and Risk and Reliability analysis, are missing from the usual BB training and are welcome additions for extending the traditional Six Sigma methodology to 'Lean' type projects. Screen shots of Minitab and Excel make it a useful

resource for refreshing techniques learned long ago. The application of reliability analysis to call center abandonment rates is an interesting application of known techniques to a new area. "The Six Sigma Handbook" is one of only a few reference books on Six Sigma that I have at my desk.

NOT a study guide for certification, but the absolute authority on why, how and when to implement six sigma methodologies into your organization. Before you even begin to debate whether six sigma is right for your organization or not, buy this book, expense it, and give it to your CEO for the holidays.

Tom Pyzdek has a gift for explaining complex topics in simple terms. While the Six Sigma Handbook is a complete and accurate discussion of the material, unlike many books on this topic, this one is clear and easy to understand. Tom has actually used these techniques and his examples and explanations are easy to follow. Many books on this subject deal with theory or math. Tom tells you what to do to solve problems. The Six Sigma Handbook is a must-read for Engineers and Managers.

We have taken the time to extensively read and assess the best selling texts on the topic of Six Sigma. We find this text to be the most complete and helpful for those who desire to be certified as a six sigma professional and for those who are certified and need a complete manual to use as a reference. Our firm uses it for all three levels of Six Sigma Certification training. The value ad of this text is that it also includes valuable topics all managers need if they want to improve the performance of their divisions, departments or lines of supervision. Thumb through it and let your own curiosities be your judge. You will not be disappointed.

This book is a must have for anyone applying six sigma to real world problems. Not only do I use it on a nearly daily basis, I'm finding that my engineers are embracing the terminology and concepts so clearly conveyed in this text. We're spending 20-minutes at each staff meeting to review topics from basic statistics to advanced application of teaming concepts to get results. Instead of the usual soft stuff application examples that seem to illustrate that the author thinks everyone's making clothes pins, Pyzdek's book shows that he's really lived this stuff. I highly recommend this book to anyone serious about applying six sigma for results. Joe Maciulla  
Manager, Manufacturing Engineering Systems  
Raytheon Missile Systems

This book is an excellent resource, however it is not an easy read. If you are unfamiliar with the Six Sigma language it takes awhile to sift through the information. There is a lot o information provided that will serve as a longterm resource.

This book is full of excellent information for the novice and/or the expert. Also included are Minitab applications which I found to be extremely helpful. This is not easy reading but for any student or advocate of the Six Sigma initiative, it is worth the money. I find it a useful tool for learning, research, or reference. With the proper useage, this book can help make the novice an expert. Well done!

I am using this book as part of a six sigma course and it contains a lot of good information. On the downside I have seen some typos and some of the stat explanations were not as thorough as I would have liked. It I did not see binomial distribution table in it - I had to create my own. Aside from that it covers the topics well.

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