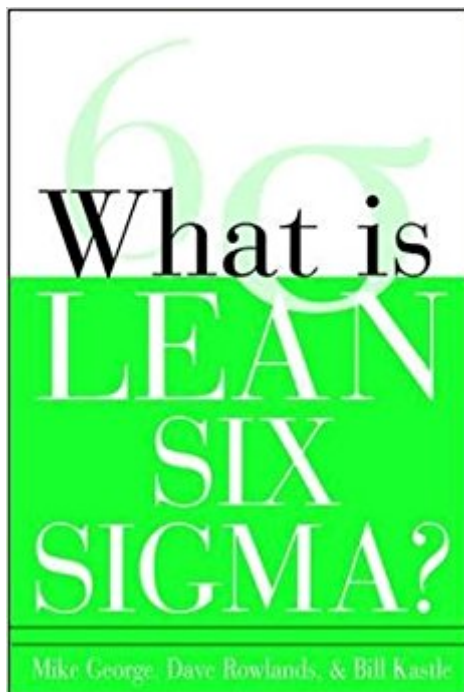


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# What Is Lean Six Sigma



## Synopsis

A quick introduction on how to use Lean Six Sigma to improve your workplace, meet your goals, and better serve your customers. Lean Six Sigma combines the two most important improvement trends of our time: making work better (using Six Sigma) and making work faster (using Lean principles). In this plain-English guide, you'll discover how this remarkable quality improvement method can give you the tools to identify and eliminate waste and quality problems in your own work area. Packed with diagrams, cartoons, and real-life examples, *What is Lean Six Sigma?* reveals the "four keys" of Lean Six Sigma and how they apply to your own job: Delight your customers with speed and quality Improve your processes Work together for maximum gain Base decisions on data and facts You'll see the big picture of what your company hopes to gain with Lean Six Sigma, how it may affect your work area, and what it can mean to you personally.

## Book Information

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## Customer Reviews

A basic primer for all employees on using Lean Six Sigma to meet your company's goals and your customers' needs. Lean Six Sigma combines the two most important and popular quality trends of our time: Six Sigma and Lean Production. In this plain-English guide, you'll discover how this remarkable quality improvement method will help you identify and eliminate waste, cut costs and grow revenue, enhance your job skills, and even make work more meaningful. *What is Lean Six*

Sigma? reveals why companies are implementing this strategy, and walks you through the foundations of Lean Six Sigma, explaining the "four keys" and how they apply to your own job: Delight your customers with speed and quality Improve your processes Work together for maximum gain Base decisions on data and facts Featuring charts, diagrams, and case studies of teams who have used these methods to improve their workplace, What is Lean Six Sigma? tells you what you need to know to make this strategy a success in your organization.

Michael L. George is the founder and CEO of George Group, the largest Lean Six Sigma consulting practice in the United States. He is the author of Lean Six Sigma and Lean Six Sigma for Service. David Rowlands is Vice President of Lean Six Sigma at Xerox Corporation. He's been using Lean and Six Sigma since 1988, and has practical experience working with teams to solve improvement challenges in sales, service, and manufacturing. Bill Kastle is a Vice President at George Group and has helped guide Lean Six Sigma initiatives at major corporations. For 15 years, he has helped teams at all levels apply these tools to improve performance and respond to customer needs.

I work in the university library and my parents own a few quick lubes (the places that change oil in about 15 minutes... like Jiffy Lube sort of) and the economy has been extremely rough on the business. People don't change their oil anymore and others seem to think that it's okay to go 10,000 miles between oil changes. It's not, by the way. Even though the car manufacturers say it's okay to go 7000 or whatever, they mean using fully synthetic oil and an extended performance filter, and only if your car experiences "normal driving conditions" (which does not mean city driving, by the way because that is a lot harder on your vehicle than highway driving with all the stopping and going). Anyways, their business is going downhill fast and someone returned this one day and was raving about it. So I checked it out to myself and it really applied to their business and several others as well. It's not perfect, but the ideas are there and can help to inspire a business owner or corporation to improve. Some of the ideas work quite well to see where your problems are and to improve them. I would recommend this book if you are dealing with this crappy economy, which, as far as I can tell, is not getting better for us regular people and small businesses and need something to help to further trim off some fat in your business/ company. It might also help if you are working in teams a lot. The reason I gave it 5 stars is because some of the ideas aren't really all that helpful and there's a lot of filler in the short little book.

I am a Black Belt that has been doing Lean Six Sigma for the past 3 years. This was recommended

to me by a fellow practitioner when I was starting out and is a phenomenal overview of the methodology. It does a great job of condensing the most important aspects into an easy-to-read format. At around 100 pages, it can be finished in an evening after work. It would be perfect to share with Project Sponsors that are new to the concept or anyone in business looking to learn more. I have bought a few copies to share with friends and family.

I thought this book was a great introduction to the concepts of lean and six sigma, and did an excellent job of explaining why companies are turning to a combination of both disciplines when looking for successful long term results. As a corporate trainer, I would recommend this book as a pre-requisite for anyone who is enrolled in a Lean Six Sigma program. It does an outstanding job of laying out the principles in very basic terms...giving the reader a big picture overview before moving into the more complex learning required as they progress through their Six Sigma Belts. If you want a comprehensive book on "everything you always wanted to know about lean and six sigma" -- this isn't it. If you are looking for a basic introduction to the concepts and how the two disciplines interact - read this book.

It seems eminently appropriate that a book which explains what Lean Six Sigma is (and isn't) should exemplify the same principles it addresses: It delights its reader with the speed by which its material is covered and with the quality of that material, it offers immediate help with mastering whatever the given process (or processes) may be, its authors work effectively with their reader to achieve the desired objectives within that reader's organization, and they prepare their reader to make better decisions, based on verifiable data. Many people who consider purchasing it may be deterred by terms such as Six Sigma and Lean which tend to be associated only with immensely large and complicated organizations such as GE and Motorola. In fact, authors Mike George, Dave Rowlands, and Bill Kastle include a number of mini-case studies throughout their narrative that suggest how decision-makers in almost any organization (regardless of size or nature) can apply Lean Six Sigma to produce more and better results, in less time, and at a lower cost if (huge "if") there are leadership at the top of the given organization, buy-in and sustained commitment at all levels and in all areas, sufficient resources, and accurate and consistent performance measurement. For me, some of the most valuable material is provided in Chapter 8, "Making Improvements That Last." After explaining the Define-Measure-Analyze-Improve-Control (DMAIC) process, the authors make skillful use of various "Figures" that serve two separate but related purposes: they highlight key points, and, they facilitate, indeed expedite frequent review of those points later. For example,

Figure 8.1: Sample Project Charter that demonstrates how to capture the essence of a Lean Six Sigma project. It describes what the team should accomplish, who will work on the project (and in what roles), timelines and other key information. Then with Figure 8.3: Value Stream Map, the authors indicate with the example provided how the value stream map, based on an actual process, captures the main sequence of activities in the boxes across the top line. If executed with rigor and discipline, the DMAIC process offers a framework for effective collaboration that will reveal real solutions to root problems. Those who share my high regard for this book are urged to check out James P. Womack and Daniel T. Jones's Lean Thinking: Banish Waste and Create Wealth in Your Corporation and their more recent book, Lean Solutions: How Companies and Customers Can Create Value and Wealth Together. Also, Michael George's Lean Six Sigma for Service: How to Use Lean Speed and Six Sigma Quality to Improve Services and Transactions, The Lean Six Sigma Pocket Toolkit: A Quick Reference Guide to 100 Tools for Improving Quality and Speed (with John Maxey and David T. Rowlands) and Fast Innovation: Achieving Superior Differentiation, Speed to Market, and Increased Profitability (with James Works, and Kimberly Watson-Hemphill).

This is another good book that discusses the basic principles of lean, but it also goes into sigma which is popular in a lot of companies. The author kept things simple with this book, with the chapters being shorter than an average book, but the subject matter was straight to the point. This book was a class requirement and several copies were available online when I needed to purchase. This item ships fast!

Great primer on the subject. Using it for introduction to LSS for people at my employer.

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