



Lean Six Sigma: Process Improvement Tools and Techniques

Donna Summers

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A leader's ability to manage in a complex environment is crucial to their organization's success. Quality, productivity, and cost. Is there any organization in the world that would not want to optimize each of these three areas? "Lean Six Sigma: ""Process Improvement Tools and Techniques" presents both the principles of lean and Six Sigma and the tools and techniques that enable optimal performance. The text's many real life examples show how interrelated tools and techniques can be used to solve problems and are drawn from a wide variety of venues, including service industries like healthcare and distribution, manufacturing companies, and government.

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