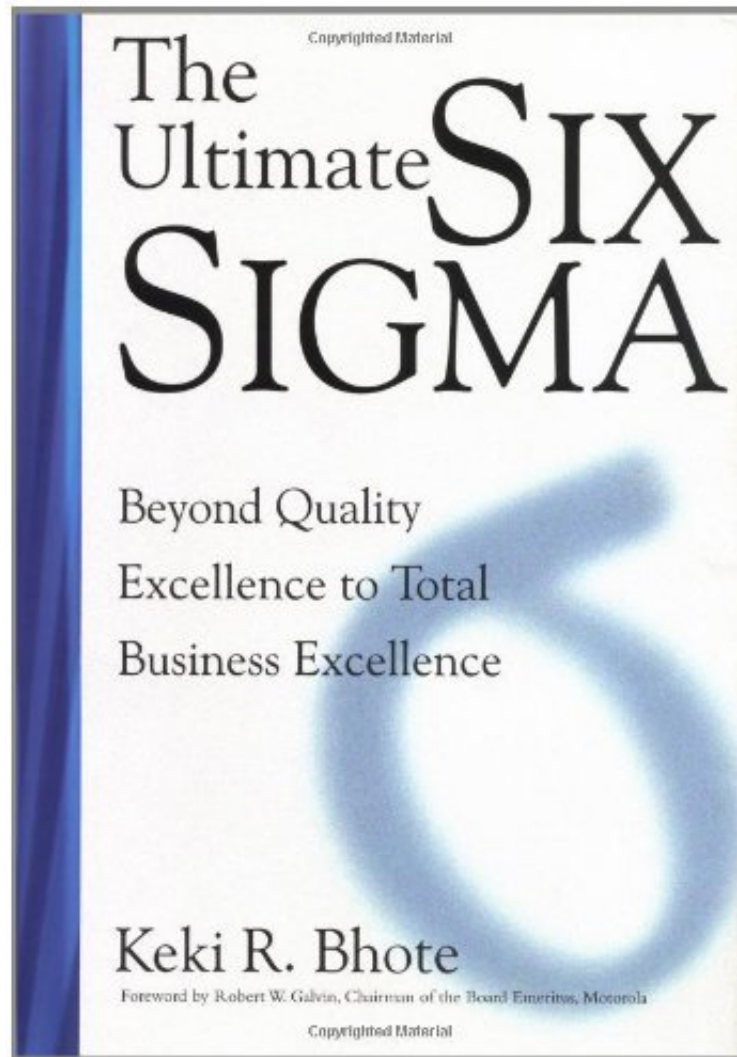


(Read free) The Ultimate Six Sigma: Beyond Quality Excellence

The Ultimate Six Sigma: Beyond Quality Excellence

Keki Bhote

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Keki Bhote : The Ultimate Six Sigma: Beyond Quality Excellence before purchasing it in order to gage whether or not it would be worth my time, and all praised The Ultimate Six Sigma: Beyond Quality Excellence:

0 of 0 people found the following review helpful. EducatorBy Harold RifeBoth previous reviews were interesting and span the range of comments.I am an educator in a technical college and I am always on the hunt for items that help my students to engage in discussions and to help them improve their life - be that their work, social and/or home life. I have spent 3 years studying Lean concepts and continuous improvement (Kiazen), with considerable assistance from the members of the Wabash Valley Lean Network, to improve my ability to teach courses like Manufacturing Operations Management. During that time I have passed the SME/ASQ/AME sponsored Lean Bronze Certification exam, as did one of the students.My major interest is to receive feedback from students on how our study of lean

concepts helps them - feedback like adding lean concepts introduction to their resumes and portfolios increases their value and 'starting' salaries. Just last night, one of these students shared with me how her introduction to lean concepts allowed her boss to promote her and expand her work duties. When I read the first sentence on the back cover - paraphrased, train all employees to use Six Sigma, I thought this sounded very 'lean' and therefore deserved further study. In our lean concepts training, we have started just that - a group of seasoned professionals and students to study what Mr. Bhote adds to the discussion on Total Quality Management and Six Sigma. In a previous life, I was a government Project Manager who provided support to Naval Sea Systems Command Program Managers on the procurement of systems from prime contractors. After Motorola's implementation of Six Sigma in the early to mid 1980s, Six Sigma became the new 'jargon'. Everyone 'needed' to show involvement in Six Sigma. My job was to become familiar with their production facilities and provide advice to the Program Manager. After a very good presentation on how the contractor was using Six Sigma in the boardroom, the Program Manager would ask me if I had seen any evidence of Six Sigma being used on the production line. In about 75% of the cases, I had to tell him that I hadn't seen any evidence of its use on the production line - that kinda matches with Chapter 4 in Mr. Bhote's book. Yes, there are a lot of acronyms in the book, but try to look past them and evaluate the merits of the approach suggested in this book. We are doing that now. Early next year (2013), we plan to share our findings/thoughts on YouTube channel - Harold Rife, if you are interested.

0 of 0 people found the following review helpful. Sucks. By Customer

More than half the book is written talking about how great the following chapters are and how much better this method is over regular six sigma and about how terrible regular six sigma is, and how amazing the author is and all the awards he's gotten. I'm not lying when I say a good 70% of this book is fluff, as if they were just trying to fill the pages. Once you get to the chapters that he talks about in all the previous chapters, for example when you reach a tool you've been dying to learn how to use (like DOE), all it says is "this book is not big enough to talk about this entire tool, for more information please buy my other book!" Waste of my time. It does have SOME useful information, which is why I gave it 2 stars instead of 1, but not worth it.

5 of 5 people found the following review helpful. Excellent broad gauge approach to Six Sigma

By Billax

I'm sure no expert in the Six Sigma area, but I've read five or six books in the space and particularly liked this book. I'm a business person who has some responsibility for process efficiency and effectiveness and this book gave me more useful information about process measurement, process change and necessary culture change than any of the other books I've read. I particularly liked Chapter 14, which extends the quality movement to knowledge workers in service processes - the kind of processes that dominate US businesses today, even in manufacturing firms. Mr. Bhote's analysis of the problems with these processes and his prescription to make them faster, better and cheaper is extensive and works in my business. Unlike the reviewer above, I think his description of Next Operation As Customer (NOAC) is both complete and addresses a VERY large problem for workplaces in all advanced economies - how to measure and improve business processes that are driven by the inventive, innovative work of white collar people. After all, the largest cost element, in aggregate, for US business is the direct labor cost of knowledge workers. His book is the only one I know that systematically addresses ways to get measurable productivity gains from this big corporate expense. I can't speak to the efficacy of this book for Six Sigma green belts, black belts and master black belts. I am none of those. However, if you are a business person responsible for getting the most from your most expensive element of production, you won't be disappointed with this book.

"Six Sigma started as a revolutionary quality tool at Motorola, gained fame as a powerful driver of cost savings at GE, and has spawned an entire industry of publications and consultants, many peddling a watered-down version of the original Motorola Six Sigma process. Now, Keki Bhote, one of the founders of Six Sigma, taps into the rigors and rewards of this breakthrough process - but moves it beyond mere quality to focus on total business excellence in 12 key areas. From customer loyalty to leadership to supply chain management, "The Ultimate Six Sigma" provides the techniques and metrics needed to measure success, and supplies self-assessment audits to help readers ensure that they're getting it right. Case studies illustrate how Six Sigma has been successfully implemented in each key area".

About the Author Keki R. Bhote is known world-wide as one of the fathers of the Six Sigma model. As Motorolarsquo;s senior corporate consultant, he helped launch its Six Sigma process. Now, as President of Keki R. Bhote Associates, he has consulted with over 400 companies worldwide. He is the author of fifteen books, including World Class Quality, and in 1995 was named one of Americarsquo;s "quality gurus" by Quality Digest Magazine. Mr. Bhote remains consultant emeritus at Motorola. He lives in Glencoe, Illinois.