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Michael L. George, David T. Rowlands, Bill Kastle
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Michael L. George, David T. Rowlands, Bill Kastle : What is Lean Six Sigma (General Finance Investing)
before purchasing it in order to gage whether or not it would be worth my time, and all praised What is Lean Six Sigma (General Finance Investing):

2 of 2 people found the following review helpful. Interesting ReadBy C. G.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. 0 of 0 people found the following review helpful. Fantastic Overview !By William Jenkins 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. 4 of 4 people found the following review helpful. An accelerated explanation of how to produce more and better results, in less time, and at a lower cost By Robert Morris 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 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 Toolbook: 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).

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.