



Lean Six Sigma Upgrade to Black Belt Volume 1: Service (Juran Service)

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This book is volume one of two. Lean Six Sigma Upgrade to Black Belt Volume 1 covers advanced statistical tools such as measurement system analysis, calculating sigma level, hypothesis testing, and confidence intervals. The examples and exercises in this book are specific to service organizations. Lean Six Sigma is a result of two powerful methodologies (Lean and Six Sigma) that have a complementary toolkit. Combining the two techniques with effective team skills has provided vast improvements in many organizations. The fundamental objective of Juran's Lean Six Sigma Service curriculum is to develop a methodology and strategy that enable individuals and organizations to successfully improve processes and reduce variation. At a project level the Lean Six Sigma DMAIC process (Define, Measure, Analyze, Improve, and Control) is an improvement system for existing processes falling below specification and provides methods for obtaining breakthrough improvement. Black Belts are technical specialists assigned full responsibility to implement Lean Six Sigma projects through a business unit, function, or process. They are viewed as initiators of improvement activity, and are full-time on-site project leaders. Lean Six Sigma Upgrade to Black Belt Volume 1 covers advanced statistical tools Black Belts use during the Define, Measure, and Analyze phases of a Six Sigma Project. Volume 2 covers experimental design (Improve), advanced control charts (Control), and advanced Lean tools. Lean Six Sigma Green Belt Service is a prerequisite.

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