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内容简介

The extraordinary breakthrough management program--heralded by GE, Motorola, and AlliedSignal--that is sweeping corporate America with its unprecedented ability to achieve superior financial results.

Six Sigma is the most powerful breakthrough management tool ever devised, promising increased market share, cost reductions, and dramatic improvements in bottom-line profitability for companies of any size. The darling of Wall Street, it has become the mantra of Fortune 500 boardrooms around the world because it works.

What is Six Sigma? It is first and foremost a business process that enables companies to increase profits dramatically by streamlining operations, improving quality, and eliminating defects or mistakes in everything a company does, from filling out purchase orders to manufacturing airplane engines. While traditional quality programs have focused on detecting and correcting defects, Six Sigma encompasses something broader: It provides specific methods to re-create the process itself so that defects are never produced in the first place.

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作者简介

Mikel Harry is the founder and chief executive officer of the Six Sigma Academy, Inc. He was one of the original architects of Six Sigma while working at Motorola in the 1980s. He later served as corporate vice president at Asea, Brown, Boveri, Ltd. He received his B.S. and M.A. in technology at Ball State University, and a Ph.D. at Arizona State University.

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