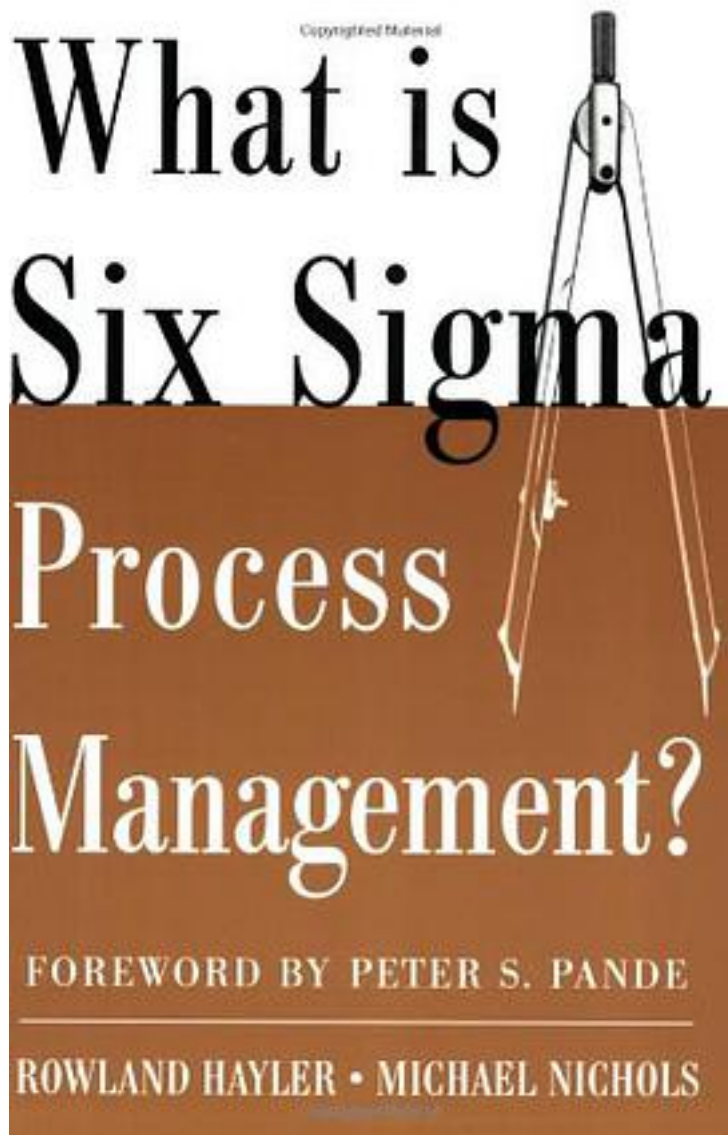


What is Six Sigma Process Management?



[What is Six Sigma Process Management? 下载链接1](#)

著者:Rowland Hayler

出版者:McGraw-Hill

出版时间:2005-05-26

装帧:Paperback

isbn:9780071453417

在线阅读本书

This book provides a quick, easy-to-understand introduction to making Six Sigma Process Management work for you. Six Sigma Process Management (SSPM) is a structured set of tools and techniques designed to help executives and teams continually address their customers' expectations. "What Is Six Sigma Process Management?" demystifies the methodology, providing a concise, step-by-step description of its key concepts and helping you determine which improvement efforts will most positively impact your customers, employees, and shareholders. Top Six Sigma practitioners Rowland Hayler and Michael Nichols present new, thought provoking insights and perspectives on process management, revealing how to successfully implement an SSPM approach to address your specific business challenges. You'll see how to: hone process management throughout your entire organization; dramatically improve customer retention and satisfaction; enhance your overall business improvement strategy; successfully manage your end-to-end processes on an ongoing basis; and, establish a portfolio of the best improvement efforts in your business. Complete with an inside look at future SSPM developments, "What Is Six Sigma Process Management?" is your one-stop guide to improved process maturity and operational performance.

作者介绍:

目录:

[What is Six Sigma Process Management? 下载链接1](#)

标签

评论

[What is Six Sigma Process Management? 下载链接1](#)

书评

[What is Six Sigma Process Management? 下载链接1](#)