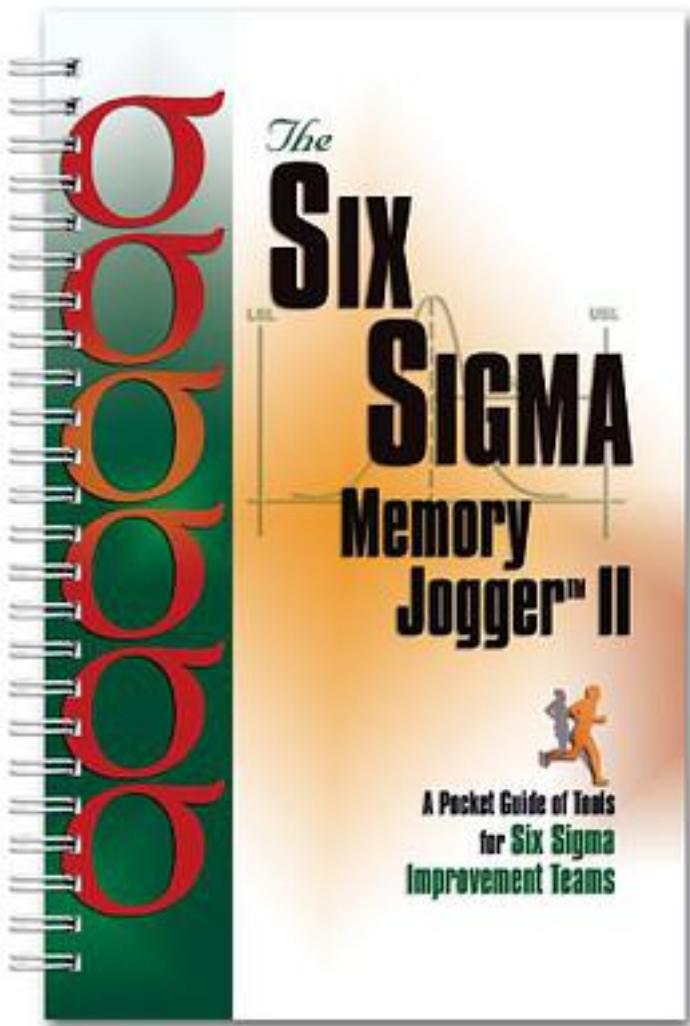


# The Six SIGMA Memory Jogger II



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The Six Sigma Memory Jogger? II is the indispensable training and performance support resource for six sigma project team members. Beginning with an overview and introduction to Six Sigma concepts, primary terminology, and the basics of the DMAIC method, this valuable pocket guide presents forty-one Six Sigma tools including the CTQ (Critical To Quality) Tree, FMEA (Failure Mode and Effects Analysis), Kano Model, MSA Measurement Systems Analysis, Process Sigma, regression, SIPOC (Suppliers, Inputs, Process, Outputs, Customers), VOC (Voice of the Customer) Data-Collection System, and  $y = f(x)$  formula. The Six Sigma Memory Jogger? II helps team members to quickly learn the key tools of Six Sigma and to effectively work with their Black Belt leaders. Text is enriched with diagrams, charts, and tables. Information is presented with instructor-type questions and bulleted responses that cut quickly to the core of every issue. Thoughtful tips throughout head off misunderstandings before they can take root. Examples and cases clarify complex concepts and make learning fun.

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