

It hardly comes as a surprise that so many organizations—manufacturing and service alike—have adopted the Six Sigma methodology. Peers like Motorola, GE, Ford Motor Co. and Honeywell offer prime examples of the tremendous financial benefits companies can reap when Six Sigma becomes their mantra.

The following two directories contain companies that offer Six Sigma services and software, respectively. These directories will allow you to find the services and software solutions that will enable the implementation, maintenance and improvement of the Six Sigma methodology within your company or organization.

These directories are not meant to endorse or exclude a particular organization. Rather, they should be used as the starting point in the data-gathering process. Readers are encouraged to contact the companies directly for more information and to ask for—and check—references.

Six Sigma Guide

Six Sigma Services Directory.....page 83

This guide is a directory of companies offering Six Sigma services. Listed are the company name, address, phone and fax numbers and Web address. Brief company descriptions, if provided, can be found on our Web site at www.qualitydigest.com/directories.

Six Sigma Software Directorypage 88

This guide is a directory of companies offering Six Sigma software solutions. Listed are company name, address, phone and fax numbers and Web addresses. Brief company descriptions, if provided, can be found on our Web site at www.qualitydigest.com/directories.

Glossary

Black Belt—a highly skilled Six Sigma expert who has completed four or more weeks of classroom learning and, over the course of four to six months, demonstrated mastery of the tools through the completion of a major process improvement project

DFSS—design for Six Sigma. Methodology using tools, training and measurements to enable the design of products and processes that meet customer expectations and can be produced at Six Sigma quality levels.

DMAIC—define, measure, analyze, improve and control. A systematic, closed-loop process for continued improvement that eliminates unproductive steps, focuses on new measurements and applies technology for improvement.

Green Belt—a person with working knowledge of Six Sigma methodology and tools who has completed two weeks of training and a project to drive beneficial business results

Lean Expert—a person who has completed four or more weeks of lean training and one or more projects that have demonstrated significant, auditable business results and the appropriate application of Six Sigma and lean tools

Lean Master—a person highly skilled in implementing lean principles and lean tool utilization in diverse business environments. Certification involves one year of intense study and practice in advanced lean tools, teaching and mentoring.

Master Black Belt—the Six Sigma expert most highly skilled in the methodologies of variation reduction. After a year-long project-based certification program, Master Black Belts train and mentor Black Belts, help select and lead high-value projects, maintain the integrity of measurements, and develop and revise Six Sigma learning materials.

The information contained in Quality Digest directories, plus some additional information, is available online at www.qualitydigest.com/directories.

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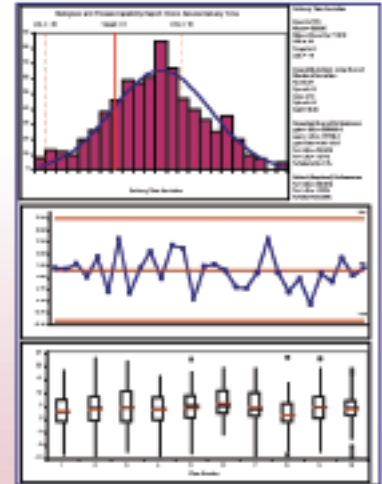
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