

## Six Sigma Guide

**S**ix Sigma is unquestionably the hottest business buzzword of the new decade. Corporate giants like GE, Honeywell and Motorola have made six-sigma quality corporate America's holy grail. As the philosophy has matured, it's finding its way into smaller organizations.

Like any new management trend, Six Sigma has spawned cadres of consultants and software packages, all aimed at helping organizations implement and maintain a successful Six Sigma process.

The Quality Sourcebook's 2002 Six Sigma Guide consists of the Six Sigma Consulting and Training Directory and the Six Sigma Software Directory. We compiled these directories by faxing all of the U.S. and Canadian consulting, training and software organizations in our database. The two guides list those organizations that responded to our requests for information.

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Six Sigma Consultant and Training Directory .....107

*Listed alphabetically by company name, the guide is organized as a directory of more than 280 Six Sigma consultants and/or trainers. This directory includes the company name, address, phone and fax numbers, Web address, and a brief description of the organization's services. (Please note that not all companies provided us with descriptions.) If your favorite consultant or training organization isn't listed in this year's guide, we apologize; most organizations were contacted numerous times. We've only listed those organizations that responded to our requests for additional information.*

Six Sigma Software Directory .....116

This directory of more than 70 Six Sigma software providers includes the company name, address, phone and fax numbers, Web address, and a brief description of the software company's products or services. *(Please note that not all companies provided us with descriptions.)*

As with all *Quality Digest* guides, the Six Sigma guide is in no way meant to endorse or exclude a particular organization. Rather, it's meant to be used as a 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.

We appreciate any feedback you have on our Six Sigma Guide. If you have any suggestions for how we can improve this guide for next year, e-mail them to [sourcebook@qualitydigest.com](mailto:sourcebook@qualitydigest.com).

## Glossary

■ **Green Belt**—a person with working knowledge of Six Sigma methodology and tools, who has completed training and a project to drive high-impact business results.

■ **Black Belt**—a highly skilled Six Sigma expert who has completed four 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.

■ **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 the sigma measurements, and develop and revise Six Sigma learning materials.

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

