

Quality Digest

2003
Quality
Sourcebook

Six Sigma

Honeywell, GE and Motorola have done it; small businesses have their eyes on it, too. Indeed, Six Sigma has become the rising star in process improvement and quality management.

During the last year, *Quality Digest* has featured several articles regarding the latest innovations in Six Sigma. The March 2002 issue features the article “Six Sigma and Process Simulation,” which comes in handy for those interested in learning about the relationship between Six Sigma and computer modeling. Also check out our April and May 2002 issues to read D.H. Stamatis’ “Guidelines for Six Sigma Design Review,” which guides you through successful implementation of Six Sigma’s design-measure-analyze-improve-control model. These articles can be found at *Quality Digest*’s Web site, www.qualitydigest.com.

Six Sigma Guide

Six Sigma Software and Services Directory119

Listed alphabetically by company name, the guide contains nearly 250 Six Sigma software and/or service providers. This directory includes company name, address, phone and fax numbers, Web address, and a brief description of the organization’s offerings. (Please note that not all companies provided us with descriptions.) If your favorite consultant, trainer or software provider isn’t listed in this year’s guide, we apologize. Organizations were contacted several times, and we’ve only included those that responded to our requests for information.

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.

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 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.

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.

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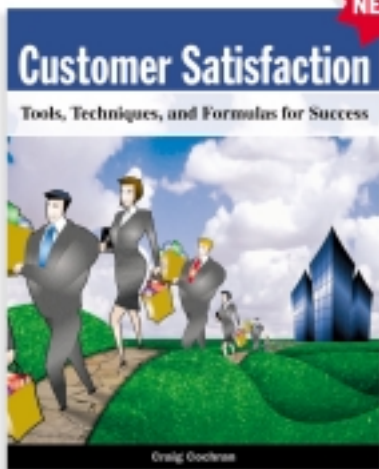
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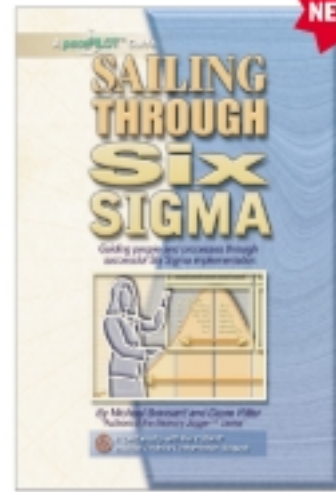
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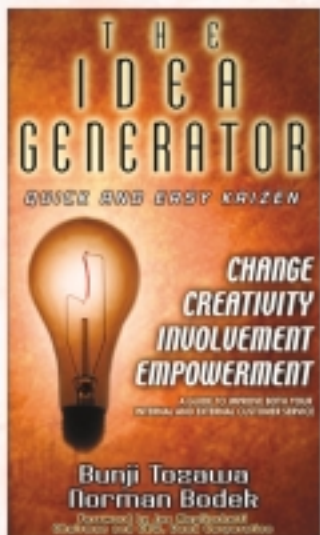
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