

# Six Sigma

## Quality Sourcebook

**S**ix Sigma has become ubiquitous in the manufacturing and service sectors, and for good reason: The methodology has saved thousands of organizations billions of dollars. The most famous of these implementations, at multinational corporations such as General Electric and Motorola, may be the most well-known, but hundreds of smaller organizations in all sectors—including health care and education—have benefited from Six Sigma’s rigorous statistical approach to quality.

The following two directories include companies that offer Six Sigma services and software, respectively, and will help you find the solutions you need for the implementation, maintenance and improvement of your organization’s Six Sigma program.

These directories are not meant to endorse or exclude any 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 66

*This guide lists the Six Sigma service provider’s name, address, phone and fax numbers, and Web address.*

Six Sigma Software Directory .....Page 73

*This guide of Six Sigma software providers includes the company’s 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](http://www.qualitydigest.com/directories).*

### Glossary

**Black Belt**—highly skilled Six Sigma expert who has completed at least 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

**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 continuous improvement that eliminates unproductive steps, focuses on new measurements and applies technology for improvement

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

**Lean Expert**—person who has completed at least four 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**—person highly skilled in implementing lean principles and lean tool utilization in diverse business environments; certification often involves one year of intense study and practice in advanced lean tools, teaching and mentoring

**Master Black Belt**—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 the Six Sigma learning materials

The information contained in *Quality Digest* directories, plus some additional information, is available online at [www.qualitydigest.com/directories](http://www.qualitydigest.com/directories).

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[www.abysscompany.com](http://www.abysscompany.com)

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[www.theaitgroup.com](http://www.theaitgroup.com)

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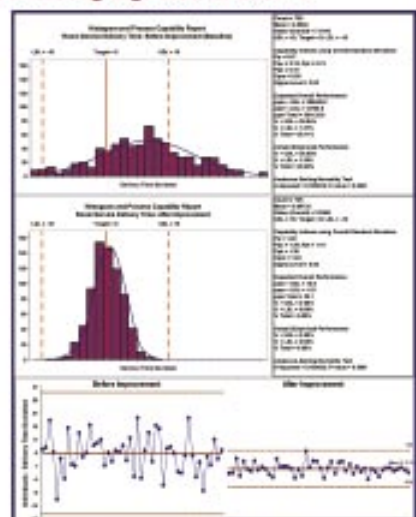
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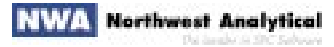
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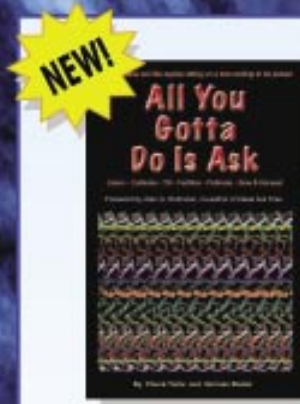
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