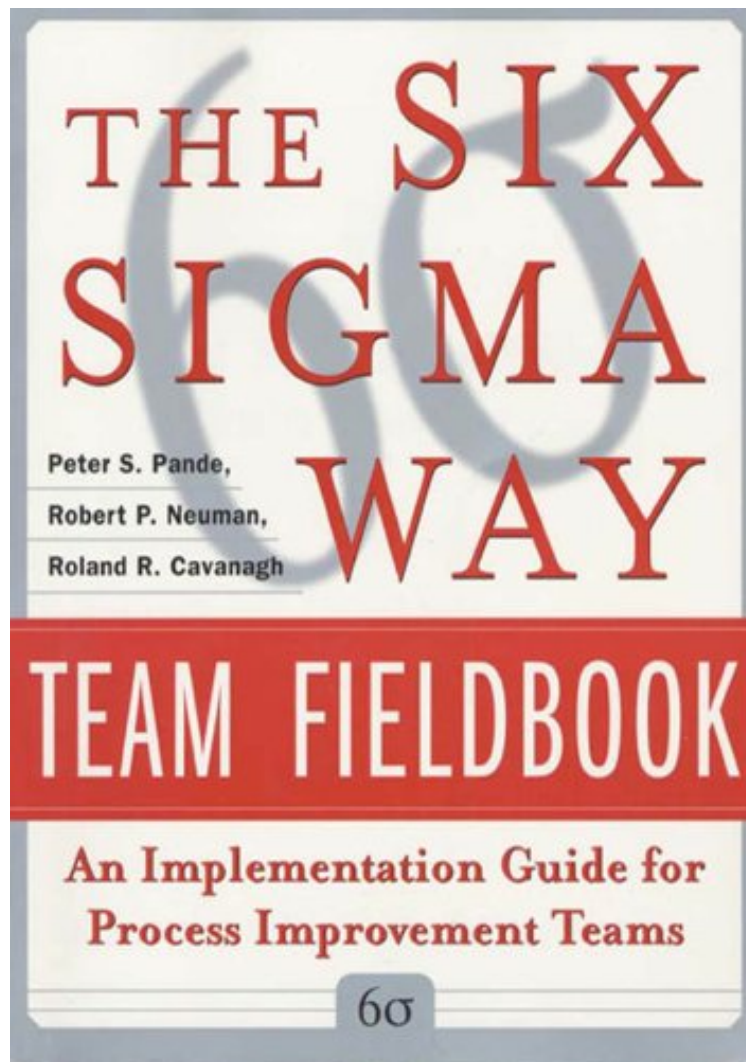


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Peter S. Pande, Robert P. Neuman, Roland R. Cavanagh
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This companion guide to the bestselling *The Six Sigma Way* focuses on the project improvement teams that do the real, in-the-trenches work of Six Sigma—measuring performance, improving quality and saving millions in the process. *The Six Sigma Way Team Fieldbook* is a highly practical reference for team leaders and members, outlining both the methods that have made Six Sigma successful and the basic steps a team must follow in an improvement effort. Written by three veteran trainers of Six Sigma—“Black Belts”; and teams at GE, Sun Microsystems, and Sears, this hands-on guide helps teams obtain the skills they need to identify a product, service, or process that needs improvement or redesign; gather data on the process and the rate of defects; find ways to improve quality up to a Six Sigma level—just 3.4 defects per million; and much more. * Includes dozens of data-gathering forms and Six Sigma tools and worksheets * Describes key improvement methods in a concise “how-to” format with checklists and tips

From the Back Cover A Hands-On Implementation Guide to the Bestselling *The Six Sigma Way* Six Sigma is today's most talked-about, and successful, business improvement initiative. *The Six Sigma Way Team Fieldbook* goes beyond theory to explain the tools and procedures a project leader or team needs to implement a Six Sigma improvement project. Designed as a step-by-step implementation manual, it explains how to use Six Sigma methods to identify products and processes that need improvement, then use a proactive approach to either improve or redesign them—boosting performance, reducing costs, and/or increasing customer satisfaction. Written by three veteran consultants and trainers to GE and other top corporate Six Sigma initiatives, *The Six Sigma Way Team Fieldbook* covers dozens of essential tools and basic statistical techniques needed to execute Six Sigma projects in any organizational environment. Written in a concise, how-to format, and with dozens of data-gathering forms, checklists, and worksheets, it provides Black Belts, Green Belts, and team members with the information they need, including: What a Six Sigma project team needs to know before it gets started A five-step guide to leading a Six Sigma team through DMAIC (Define, Measure, Analyze, Improve, Control) When and how to use thirty-five six sigma improvement tools and techniques About the Author Peter S. Pande, Robert S. Neuman, and Roland R. Cavanagh wrote the bestselling *The Six Sigma Way*. Pande is president of Pivotal Resources, Inc., a leading organizational improvement consulting and training firm. He is an experienced executive consultant and has helped guide Six Sigma initiatives at major corporations. Neuman is a consultant with Pivotal Resources, a sought-after speaker and a former professor at Amherst College and the State University of New York. Cavanagh, a professional engineer, is a consultant with Pivotal Resources, providing strategic consulting and improvement training and coaching to non-manufacturing as well as technical environments.