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Sommario/riassunto

To some, the near perfection of the Six Sigma management system appears to be an impossible ideal, especially for small and medium enterprises. FIT SIGMATM, a flexible and more sustainable approach, was developed through the integration of the 'hard' Six Sigma approach with Lean Enterprise philosophy. It consists of three elements; fitness for purpose, fitness for improvement and integration, and fitness for sustainability. FIT SIGMA: A Lean Approach to Building Sustainable Quality Beyond Six Sigma shows how this tripartite approach can be used to add value to both large