

1. Record Nr.	UNINA9910779874903321
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Titolo	Strategic six sigma for champions : keys to sustainable competitive advantage // R. Eric Reidenbach and Reginald W. Goeke
Pubbl/distr/stampa	Milwaukee, Wisconsin : , : ASQ Quality Press, , 2006 ©2006
ISBN	0-87389-301-8 600-00-4810-6
Descrizione fisica	1 online resource (147 p.)
Disciplina	658.4/013
Soggetti	Quality of products - Evaluation Six sigma (Quality control standard) Total quality management Performance technology
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Value matters -- Value tools -- Identifying critical processes for value enhancement -- Good measurement begins with focus -- Asking the right questions -- Questionnaire construction -- Sampling and data collection -- Premodeling issues -- Monitoring changes in value gaps -- Keys to the strategic deployment of six sigma.