1. Record Nr. UNINA9911019929003321

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Titolo	Simulation-based lean six-sigma and design for six-sigma / / Basem El-Haik, Raid Al-Aomar
Pubbl/distr/stampa	Hoboken, N.J., : Wiley-Interscience, c2006
ISBN	9786610721320 9781280721328 1280721324 9780470047729 0470047720 9780470047712 0470047712
Descrizione fisica	1 online resource (426 p.)
Altri autori (Persone)	Al-AomarRaid
Disciplina	658.5/62
Soggetti	Six sigma (Quality control standard) Total quality management Production engineering
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 (p. 395-399) and index.
Nota di contenuto	SIMULATION-BASED LEAN SIX-SIGMA AND DESIGN FOR SIX-SIGMA; CONTENTS; PREFACE; ACKNOWLEDGMENTS; PART I SIX-SIGMA FUNDAMENTALS; 1 Six-Sigma Fundamentals; 1.1 Introduction; 1.2 Quality and Six-Sigma Defined; 1.3 Introduction to Process Modeling; 1.4 Introduction to Business Process Management; 1.5 Measurement Systems Analysis; 1.6 Process Capability and Six-Sigma Process Performance; 1.7 Overview of Six-Sigma Improvement: DMAIC; 1.8 Six-Sigma Goes Upstream: Design for Six-Sigma; 1.9 Summary; 2 Lean Six-Sigma Fundamentals; 2.1 Introduction; 2.2 Lean Six-Sigma Approach; 2.3 LSS-Enhanced DMAIC 2.4 Lean Manufacturing2.5 Value Stream Mapping; 2.6 Lean Techniques; 2.7 Summary; 3 Design for Six-Sigma Fundamentals; 3.1 Introduction; 3.2 Transaction-Based Design for Six-Sigma; 3.3 Service Design for Six-Sigma; 3.4 Service DFSS: The ICOV Process; 3.5 Service DFSS: The ICOV Process in Service Development; 3.6 Summary; PART II

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Sommario/riassunto

This is the first book to completely cover the whole body of knowledge of Six Sigma and Design for Six Sigma with Simulation Methods as outlined by the American Society for Quality. Both simulation and contemporary Six Sigma methods are explained in detail with practical examples that help understanding of the key features of the design methods. The systems approach to designing products and services as well as problem solving is integrated into the methods discussed.