



What is Lean Six Sigma

Michael L. George, David T. Rowlands, Bill Kastle

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A quick introduction on how to use Lean Six Sigma to improve your workplace, meet your goals, and better serve your customers.

Lean Six Sigma combines the two most important improvement trends of our time: making work *better* (using Six Sigma) and making work *faster* (using Lean principles). In this plain-English guide, you'll discover how this remarkable quality improvement method can give you the tools to identify and eliminate waste and quality problems in your own work area.

Packed with diagrams, cartoons, and real-life examples, *What is Lean Six Sigma?* reveals the "four keys" of Lean Six Sigma and how they apply to your own job:

- Delight your customers with speed and quality
- Improve your processes
- Work together for maximum gain
- Base decisions on data and facts

You'll see the big picture of what your company hopes to gain with Lean Six Sigma, how it may affect your work area, and what it can mean to you personally.

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