

Learning Six Sigma CAN be a painless process! Six Sigma is among the most effective process methods used today--and it's also among the most baffling topics to those new to the subject. The good news is Six Sigma DeMYSTiFieD, second edition, explains it all in a language you'll understand. This easy-to-understand reference teaches the methods of Six Sigma, explains their applications, and tests expertise--without confusing statistics and formulas. In no time, you'll develop the skills you need to solve problems, anticipate customer needs, and meet the demands of the most challenging markets. Filled with practical hands-on advice and essential organizational tips, Six Sigma DeMYSTiFieD provides a complete blueprint for developing strategies, plotting growth, and performing at peak efficiency for maximum profits. This fast and easy guide offers: Proven techniques for building a solid Six Sigma infrastructure Tips for deploying projects using DMAIC methodology Clear advice on when and how to use specific problem-solving tools Essential calculations and assumptions Case studies, quizzes, and a final exam that reinforce what you've learned Simple enough for a beginner but challenging enough for a more advanced student, Six Sigma DeMYSTiFieD is your shortcut to a solid foundation in this powerful improvement methodology.

The progression of risk management techniques provides the crucial applications and benefits to all of society. By analyzing the current trends and techniques used to assess and mitigate risks, safer processes can be used for all professional fields, as well as society as a whole. Novel Six Sigma Approaches to Risk Assessment and Management is a vital scholarly resource that provides an in-depth examination on innovative Six Sigma methods for risk mitigation initiatives. Featuring an array of relevant topics such as project management, production scheduling, information systems security, and agricultural planning, this is an ideal reference book for professionals, academicians, students, and researchers interested in detailed research on recent advancements in the management of risk in all fields.

Simple Steps to Improve Patient Safety, Patient Flow and the Bottom Line This thoroughly revised resource shows, step-by-step, how to simplify, streamline, analyze, and optimize healthcare performance using tested Lean Six Sigma and change management techniques. Lean Six Sigma for Hospitals, Second Edition, follows the patient from the front door of the hospital or emergency room all the way through discharge. The book fully explains how to improve operations and quality of care while dramatically reducing costs—often in just five days. Real-world case studies from major healthcare institutions illustrate successful implementations of Lean Six Sigma. Coverage includes: • Lean Six Sigma for hospitals, emergency departments, operating rooms, medical imaging facilities, nursing units, pharmacies, and ICUs • Patient flow and quality • Clinical staff • Order and claims accuracy • Billing and collection • Defect and medical error reduction • Excel power tools for Lean Six Sigma • Data mining and analysis • Process flow charts and control charts • Laser-focused process innovation • Statistical tools for Lean Six Sigma • Planning and implementation

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Understanding PHYSICS just got a whole lot EASIER! Stumped trying to make sense of physics? Here's your solution. Physics Demystified, Second Edition helps you grasp the essential concepts with ease. Written in a step-by-step format, this practical guide begins by covering classical physics, including mass, force, motion, momentum, work, energy, and power, as well as the temperature and states of matter. Electricity, magnetism, and electronics are discussed as are waves, particles, space, and time. Detailed examples, concise explanations, and worked problems make it easy to understand the material, and end-of-chapter quizzes and a final exam help reinforce learning. It's a no-brainer! You'll learn about: Scientific notation, units, and constants Newton's laws of motion Kirchhoff's laws Alternating current and semiconductors Optics Relativity theory Simple enough for a beginner, but detailed enough for an advanced student, Physics Demystified, Second Edition helps you master this challenging and diverse subject. It's also the perfect resource to prepare you for higher-level physics classes and college placement tests.

DeMYSTiFieD fuels your knowledge of tricky subjects like alternative energy If you think a Maglev train is a child's toy, or learning about fusion makes your brain reach critical mass, Alternative Energy DeMYSTiFieD, Second Edition will power up your knowledge of this topic's fundamental concepts and theories at your own pace. This practical guide eases you into this field of science, starting at primitive heating sources such as coal and wood. As you progress, you will master the science behind alternative energies such as evaporative cooling, fuel-cell vehicles, electrostatic power, and more. You will understand the difference between conventional fluorescent and compact fluorescent lamps as well as the benefits of large-scale wind power. Detailed examples make it easy to understand the material, and end-of-chapter quizzes and a final exam help reinforce key ideas. It's a no-brainer! You'll learn about: Passive solar heating Thermal-mass cooling Propulsion with biofuels Electric vehicles Large-scale hydropower Semiconductor lamps Geothermal power Simple enough for a beginner, but challenging enough for an advanced student, Alternative Energy DeMYSTiFieD, Second Edition is your shortcut to a working knowledge of this timely topic.

The most complete, current guide to Six Sigma “Best practices in Six Sigma are continuously evolving, just as Six Sigma itself evolved from earlier best practices in quality improvement. ...This fourth edition...(features) expanded materials on innovation, strategic development, Lean, and constraint management. ...You’ll notice many references to free online materials within the text, such as Excel file templates that can be used for analyzing projects, or videos that provide an in-depth narrative on specific topics. Additional links will be added over time to further extend the learning potential offered by the text, so be sure to regularly check back into the online site at www.mhprofessional.com/SSH4.” —From the Preface by Paul Keller The Six Sigma approach is being used to vastly improve processes, profitability, sustainability, and long-term growth at global organizations of all sizes. Fully revised for the latest developments in the field, The Six Sigma Handbook, Fourth Edition, reveals how to successfully implement this improvement strategy in your company. The book explains how to define and deploy Six Sigma projects focused on key stakeholder requirements and carry out data-driven management. This comprehensive resource walks you through the phases of DMAIC and DMADV and demonstrates how to use the statistical tools and problem-solving techniques of Six Sigma with screenshots of Minitab and Excel applications. The new edition has been updated to include: Two online quizzes for Six Sigma certification, one for Green Belt candidates and one for Black Belt candidates Links to five videos that walk you through specific processes, such as Minitab functions, statistical process control, and how to read a Pareto chart Fully incorporated coverage of Lean methodologies Find out how to select the right personnel to train, achieve technical proficiency, build the best teams, and foster effective leadership. Improve the quality of processes and products in your organization, increase customer satisfaction, and boost profits with help from this definitive guide to Six Sigma. Written by two of the foremost authorities on the subject, this authoritative resource delivers all of the guidance you need to successfully implement Six Sigma. Comprehensive coverage includes: Building the responsive Six Sigma organization Recognizing and capitalizing on opportunity Data-driven management Maximizing resources Project

management using DMAIC and DMADV The define phase The measure phase Process behavior charts Measurement systems evaluation The analyze phase The improve/design phase The control/verify phase

Lick your French-language problems with DeMYSTiFieD! Want to figure out French but don't know where to start? No problem! Just use French DeMYSTiFieD, Second Edition and--voilà!--learning the language gets a whole lot easier. Written in a step-by-step format, this practical guide provides a firm foundation in French-language basics. You'll move on to mastering subjects such as using verbs, asking questions, telling time, counting, and more. Detailed examples and concise explanations make it easy to understand the material, and end-of-chapter quizzes and a final exam help reinforce learning. It's a no-brainer. You'll learn: Pronunciation Special Characters Definite Articles Conjugations Pronouns And more Topics include: French Pronunciation, Identifying Things, Asking Questions, To Be or To Have, That is the Question, Describing Things, Telling Time, Expressing Possibilities, Wishes, and Abilities, Getting Acquainted, Talking About the Immediate Future and Past, Using Pronomial Verbs, All About Pronouns, Talking About the Past with the Passé, Talking About the Past with the Imparfait, All About Prepositions, Indicating Possession, Using The Infinitive, Present Participle, and Passive Voice, Making Suggestions and Hypotheses, Knowing Who is Whom with Relative Pronouns, The Subjunctive Mood

The most complete, current guide to Six Sigma "Best practices in Six Sigma are continuously evolving, just as Six Sigma itself evolved from earlier best practices in quality improvement. ...This fourth edition...(features) expanded materials on innovation, strategic development, Lean, and constraint management. ...You'll notice many references to free online materials within the text, such as Excel file templates that can be used for analyzing projects, or videos that provide an in-depth narrative on specific topics. Additional links will be added over time to further extend the learning potential offered by the text, so be sure to regularly check back into the online site at <https://www.mhprofessionalresources.com/sites/ssh4/>."—From the Preface by Paul Keller The Six Sigma approach is being used to vastly improve processes, profitability, sustainability, and long-term growth at global organizations of all sizes. Fully revised for the latest developments in the field, The Six Sigma Handbook, Fourth Edition, reveals how to successfully implement this improvement strategy in your company. The book explains how to define and deploy Six Sigma projects focused on key stakeholder requirements and carry out data-driven management. This comprehensive resource walks you through the phases of DMAIC and DMADV and demonstrates how to use the statistical tools and problem-solving techniques of Six Sigma with screenshots of Minitab and Excel applications. The new edition has been updated to include: Two online quizzes for Six Sigma certification, one for Green Belt candidates and one for Black Belt candidates Links to five videos that walk you through specific processes, such as Minitab functions, statistical process control, and how to read a Pareto chart Fully incorporated coverage of Lean methodologies Find out how to select the right personnel to train, achieve technical proficiency, build the best teams, and foster effective leadership. Improve the quality of processes and products in your organization, increase customer satisfaction, and boost profits with help from this definitive guide to Six Sigma. Written by two of the foremost authorities on the subject, this authoritative resource delivers all of the guidance you need to successfully implement Six Sigma. Comprehensive coverage includes: Building the responsive Six Sigma organization Recognizing and capitalizing on opportunity Data-driven management Maximizing resources Project management using DMAIC and DMADV The define phase The measure phase Process behavior charts Measurement systems evaluation The analyze phase The improve/design phase The control/verify phase

Six Sigma provides a quantitative methodology of continuous (process) improvement and cost reduction, by reducing the amount of variation in process outcomes. The production of a product, be it a tangible product like a car or a more abstract product like a service, consists of a series of processes. All processes consist of a series of steps, events, or activities. Six Sigma measures every step of the process by breaking apart the elements within each process, identifying the critical characteristics, defining and mapping the related processes, understanding the capability of each process, discovering the weak links, and then upgrading the capability of the process. It is only by taking these steps that a business can raise the high-water mark of its performance. IT is now a fundamental part of business and business processes; this book demonstrates how IT can be made to work as an enabler to better business processes, and how the Six Sigma approach can be used to provide a consistent framework for measuring process outcomes. ITIL defines the what of Service Management; Six Sigma defines the how of process improvement; together they are a perfect fit of improving the quality of IT service delivery and support. The Six Sigma approach also provides measures of process outcomes, and prescribes a consistent approach in how to use these metrics. This Pocket guide, provides a coherent view and guidance for using the Six Sigma approach successfully in IT service organisations. It particularly aims to merge ITIL and Six Sigma into a single approach for continuous improvement of IT service organizations.

Demystified is your vaccine for tricky subjects like microbiology If you don't know your prokaryotes from your protozoa, or learning about fungi puts you in a funk, look no further--Microbiology Demystified, Second Edition is your cure for learning this topic's fundamental concepts and theories at your own pace. This practical guide eases you into this field of science, starting at the cell level. As you progress, you will master microbiology essentials such as bacteria, algae, viruses, pasteurization, and more. You will understand the difference between friendly and unfriendly microorganisms as well as the microscope's role in shaping microbiology. Detailed examples make it easy to understand the material, and end-of-chapter quizzes and a final exam help reinforce key ideas. It's a no-brainer! You'll learn about: Classification of microorganisms Immunology Germ theory Recombinant DNA technology Pathogens E.coli Antiseptics Simple enough for a beginner, but challenging enough for an advanced student, Microbiology Demystified. Second Edition, helps you master this essential subject.

Lick your Italian-language problems with DeMYSTiFieD! Want to get into Italian but don't know where to start? No problem! Italian DeMYSTiFieD, Second Edition will help you say arrivederci to your fears of learning a new language. Written in a step-by-step format, this practical guide provides a firm foundation in Italian-language basics. You'll move on to mastering subjects such as using verbs, asking questions, telling time, counting, and more. Detailed examples and concise explanations make it easy to understand the material, and end-of-chapter quizzes and a final exam help reinforce learning. It's a no-brainer. You'll learn: Italian Pronunciation Special Characters Verb usage Conjugations Pronouns And more Topics include: Italian Pronunciation and Spelling, Meeting and Greeting People, Asking Questions, Describing People and Things, Expressing Likes and Dislikes, Eating and Drinking, Telling Time, Expressing Dates, Talking About the Weather, Giving Commands, Using Reflexive Verbs, Using the Present Perfect Tense, Using the Imperfect Tense, Using the Pluperfect and Past Absolute Tenses, Talking About the Human Body, Talking About the Future, Using the Conditional Tense, Using Object Pronouns, Using Double and Attached Object Pronouns, Making Comparisons

Your step-by-step solution to mastering precalculus Understanding precalculus often opens the door to learning more advanced and practical math subjects, and can also help satisfy college requisites. Precalculus Demystified, Second Edition, is your key to mastering this sometimes tricky subject. This self-teaching guide presents general precalculus concepts first, so you'll ease into the basics. You'll gradually master functions, graphs of functions, logarithms, exponents, and more. As you progress, you'll also conquer topics such as absolute value, nonlinear inequalities, inverses, trigonometric functions, and conic sections. Clear, detailed examples make it easy to understand the material, and end-of-chapter quizzes and a final exam help reinforce key ideas. It's a no-brainer! You'll learn about: Linear questions Functions Polynomial division The rational zero theorem

Logarithms Matrix arithmetic Basic trigonometry Simple enough for a beginner but challenging enough for an advanced student, Precalculus Demystified, Second Edition, Second Edition, helps you master this essential subject.

Accounting information and tips you can take to the bank! You may not know the first thing about debits, credits, and cash ratios now—but when you're done with this book, you'll be able to juggle profits and losses with your eyes closed and read any balance sheet like it's a good novel. Accounting DeMySTiFieD, Second Edition, is a curriculum-based, self-teaching guide that makes learning accounting easier than 1-2-3. With graphs, plain-English explanations, and real-life examples, it starts with the fundamentals—such as basic financial terms, balance sheets, and cash flow statements—and eases you into the more complicated stuff, like adjusting entries, double entry bookkeeping, profit ratios, and liquidity. Completely updated and revised to cover finance terms, theories, and best practices, Accounting DeMySTiFieD teaches you the ins and outs of accounting in no time at all. This fast and easy guide features: A complete overview of financial statements, GAAP rules, transactions, cost, budgets, and tax accounting Proven accounting insights, tips, strategies, and techniques Chapter-ending practice exercises, quizzes, and final exam to reinforce your knowledge and chart progress Tons of examples to show how accounting works in the real world Simple enough for a beginner but challenging enough for a more advanced student, Accounting DeMySTiFieD is your shortcut to mastery of this otherwise complex subject.

Lick your language problems with DeMYSTiFieD! Want to get the most out of German but don't know where to start? No problem! German DeMYSTiFieD, Second Edition takes the angst out of learning the language. Written in a step-by-step format, this practical guide provides a firm foundation in German-language basics. You'll move on to mastering subjects such as using verbs, asking questions, telling time, counting, and more. Detailed examples and concise explanations make it easy to understand the material, and end-of-chapter quizzes and a final exam help reinforce learning. It's a no brainer. You'll learn: The German Alphabet Special Characters Definite Articles Conjugations Pronouns And more Topics include: German Pronunciation, People and Names, Asking Questions, Describing People and Things, Indicating Possession, Actions in the Present, Irregularities in Present Tense Verbs, Talking About Location, Talking About the Past, Time and Calendar, More Talking About the Past, Important Details, Talking About the Future, Review of Verbs Tenses, Linking Ideas Together, Comparing Things, Using Commands, Using the Passive Voice, Using the Subjunctive Mood, Expressing Wishes and Conditions

A fast and painless way to learn Spanish--now with all new quiz and test questions and a companion 75-minute audio download Spanish DeMYSTiFieD takes the mystery and menace out of learning Spanish by walking you step-by-step through the fundamentals of the language. The book lets you work at your own pace and arms you with the essentials of Spanish grammar in an unintimidating format. You will be able to: Understand basic grammar structures and verb tenses Pronounce Spanish words correctly Build a Spanish vocabulary Communicate with confidence Inside you will find: Hundreds of brand-new quiz and test questions with answer keys, similar to those used in standardized scholastic exams Chapter-opening objectives that give you insight into what you are going to learn in each step Questions at the end of every chapter that reinforce your learning and pinpoint your weaknesses "Still Struggling?" icons that offer specific recommendations for those difficult subtopics

Add some SPARK to your study of ELECTRICITY Having trouble understanding the fundamentals of electricity? Problem solved! Electricity Demystified, Second Edition, makes it shockingly easy to learn the basic concepts. Written in a step-by-step format, this practical guide begins by covering direct current (DC), voltage, resistance, circuits, cells, and batteries. The book goes on to discuss alternating current (AC), power supplies, wire, and cable. Magnetism and electromagnetic effects are also addressed. Detailed examples and concise explanations make it easy to understand the material. End-of-chapter quizzes and a final exam help reinforce key concepts. It's a no-brainer! You'll learn about: Ohm's Law, power, and energy Kirchhoff's Laws Electrochemical energy Electricity in the home Protecting electronic equipment Electromagnetic interference Practical magnetism Simple enough for a beginner, but challenging enough for an advanced student, Electricity Demystified, Second Edition, powers up your understanding of this essential subject.

SUPERCHARGE your understanding of ELECTRONICS Learn electronics without getting your wires crossed! Electronics Demystified, Second Edition teaches you fundamental concepts and applications step by step. This practical guide begins by covering voltage, current, resistance, impedance, admittance, and power supplies. The book goes on to discuss semiconductor diodes, transistors, integrated circuits, and signal amplifiers and oscillators. Wireless electronics is then addressed, including radio-frequency transmitters and receivers, telecommunications, and antennas. Detailed examples make it easy to understand the material. End-of-chapter quizzes and a final exam help reinforce key topics. It's a no-brainer! You'll learn about: Ohm's law Current and voltage in RL and RC circuits Oscillation and amplification Bipolar and field-effect transistors Radio-wave propagation Receiver and transmitter design Communications satellites and antennas Simple enough for a beginner, but challenging enough for an advanced student, Electronics Demystified, Second Edition helps you master this essential subject.

Solve your math troubles with DeMYSTiFieD If you cannot tell the difference between your Roman and Arabic numerals, or if when someone asks 'what is pi' you say "delicious," you need Everyday Math DeMYSTiFieD, Second Edition, to unravel these fundamental concepts and theories at your own pace. This practical guide eases you into basic math, starting with counting and simple operations. As you progress, you will master essential concepts such as division, converting decimals into fractions, determining volume, and more. You will learn to measure capital gains and losses as well as apply percentages in the real world. Detailed examples make it easy to understand the material, and end-of-chapter quizzes and a final exam help reinforce key ideas. It's a no-brainer! You'll learn about: Decimals Proportions Prime numbers Surface area Powers of 10 Graphs English

vs. metric units Simple enough for a beginner but challenging enough for an advanced student, Everyday Math DeMYSTiFieD, Second Edition, helps you master this essential subject.

Your SOLUTION to mastering ALGEBRA! Trying to tackle algebra but nothing's adding up? No problem! Factor in Algebra Demystified, Second Edition and multiply your chances of learning this important branch of mathematics. Written in a step-by-step format, this practical guide covers fractions, variables, decimals, negative numbers, exponents, roots, and factoring. Techniques for solving linear and quadratic equations and applications are discussed in detail. Clear examples, concise explanations, and worked problems with complete solutions make it easy to understand the material, and end-of-chapter quizzes and a final exam help reinforce learning. It's a no-brainer! You'll learn how to: Translate English sentences into mathematical symbols Write the negative of numbers and variables Factor expressions Use the distributive property to expand expressions Solve applied problems Simple enough for a beginner, but challenging enough for an advanced student, Algebra Demystified, Second Edition helps you master this essential math subject. It's also the perfect resource for preparing you for higher level math classes and college placement tests.

Your LEAN and mean guide to Lean Six Sigma Ready to implement better, faster, cheaper, more-profitable processes in your organization? Lean Six Sigma Demystified, Second Edition, shows you how to use proven techniques for simplifying, streamlining, and optimizing business practices for maximum productivity and profitability. Written in a step-by-step format, this practical guide covers the fundamental methods and tools of Lean Six Sigma. You'll get details on reducing defects and deviation, sustaining improvements, and achieving laser-focused process innovations. Measurement systems analysis (MSA), Design for Lean Six Sigma, and statistical tools such as analysis of variance (ANOVA) are also discussed. Clear examples, helpful diagrams, and concise explanations make it easy to understand the material, and end-of-chapter quizzes and a final exam reinforce key concepts. It's a no-brainer! You'll learn about: The seven speed bumps of Lean Value stream mapping and spaghetti diagramming Control charts, Pareto charts, and Ishikawa diagrams to laser-focus improvements Excel power tools for Lean Six Sigma Lean Six Sigma tar pits Ways to implement Lean Six Sigma to maximize results and minimize costs Simple enough for a beginner, but challenging enough for an advanced student, Lean Six Sigma Demystified, Second Edition, is your shortcut to this powerful improvement methodology. You'll also get a 90-day free trial of Q1 Macros software for Lean Six Sigma. INCREASE your odds of learning STATISTICAL process control (SPC) Identify and reduce variation in business processes using SPC--the powerful analysis tool for process evaluation and improvement. Statistical Process Control Demystified shows you how to use SPC to enable data-driven decision making and gain a competitive advantage in the marketplace. Written in a step-by-step format, this practical guide explains how to analyze process data, collect data, and determine the suitability of a process in meeting requirements. Attribute and X-bar control charts are discussed, as are charts for individuals data. You'll also get details on process improvement and measurement systems analysis. Detailed examples, calculations, and statistical assumptions make it easy to understand the material, and end-of-chapter quizzes and a final exam help reinforce key concepts. It's a no-brainer! You'll learn about: Control chart interpretation Overcoming common errors in the use of SPC and general statistical analysis tools Sampling requirements Analysis using Excel Estimating process variation Designed experiments Measurement systems analysis, including R&R studies Continuous process improvement strategies Simple enough for a beginner, but challenging enough for an advanced student, Statistical Process Control Demystified is your shortcut to this powerful analysis solution.

Although physicians and hospitals are receiving incentives to use electronic health records (EHRs), there is little emphasis on workflow and process improvement by providers or vendors. As a result, many healthcare organizations end up with incomplete product specifications and poor adoption rates. Process Improvement with Electronic Health Records:

If you think projection operators work in the cinema, or learning about spin-1/2 makes your head, well, spin, Quantum Mechanics DeMYSTiFieD will energize your knowledge of this topic's fundamental concepts and theories, and allow you to learn at your own pace. This thoroughly revised and updated guide eases you into the subject, beginning with wave mechanics then introducing you to the mathematical foundations needed to do modern quantum physics. As you progress, you will learn the fundamentals of matrix mechanics, including how to compute the trace of a matrix, find eigenvalues, and use ladder operators. You will understand the difference between time independent perturbation and time dependent perturbation theory and other once-complicated concepts. Detailed examples make it easy to understand the material, and end-of-chapter quizzes and a final exam help reinforce key ideas. It's a no-brainer! You'll learn about: State Space Basis Vectors Functions of Operators The Postulates of Quantum Mechanics Angular Momentum Spin and the Pauli Matrices Scattering Theory Simple enough for a beginner, but challenging enough for an advanced student, Quantum Mechanics DeMYSTiFieD, Second Edition is your shortcut to a working knowledge of this engaging science.

Preempt your anxiety about PRE-ALGEBRA! Ready to learn math fundamentals but can't seem to get your brain to function? No problem! Add Pre-Algebra Demystified, Second Edition, to the equation and you'll solve your dilemma in no time. Written in a step-by-step format, this practical guide begins by covering whole numbers, integers, fractions, decimals, and percents. You'll move on to expressions, equations, measurement, and graphing. Operations with monomials and polynomials are also discussed. Detailed examples, concise explanations, and worked problems make it easy to understand the material, and end-of-chapter quizzes and a final exam help reinforce learning. It's a no-brainer! You'll learn: Addition, subtraction, multiplication, and division of whole numbers, integers, fractions, decimals, and algebraic expressions Techniques for solving equations and problems Measures of length, weight, capacity, and time Methods for plotting points and graphing lines Simple enough for a beginner, but challenging enough for an advanced student, Pre-Algebra Demystified, Second Edition, helps you master this essential mathematics subject. It's also the perfect way to review the topic if all you need is a quick refresh.

Chinese edition of The Art of Learning: a journey in the pursuit of excellence. The biography of Josh Waitzkin, the chess prodigy and four time winner of four Tai Chi pushing hands tournaments. Waitzkin was the subject of "Searching for Bobby Fischer," the story of his early years, written by his father, and was adapted to film. In Traditional Chinese. Distributed by Tsai Fong Books, Inc.

The most important reference to Lean Six Sigma?fully updated for the latest advances This thoroughly revised, industry standard guide delivers all the information you need to apply Lean Six

