



The Power of Six Sigma

This book is for the CEOs who write huge checks to consulting firms without knowing what Six Sigma really is, or how it works. It's for the strategists who have not yet fully grasped how improved quality can beef up the bottom line. It's for the middle managers who have to follow the boss's orders without believing in the program. But most of all, it's for the "rest of us": the line workers, the support staff, and all the others in non-managerial positions, who fear yet another program coming down the road, and what it might mean for our work and our jobs. This book will help us all -- and in the process, help our respective companies achieve the goals only Six Sigma can help us reach.