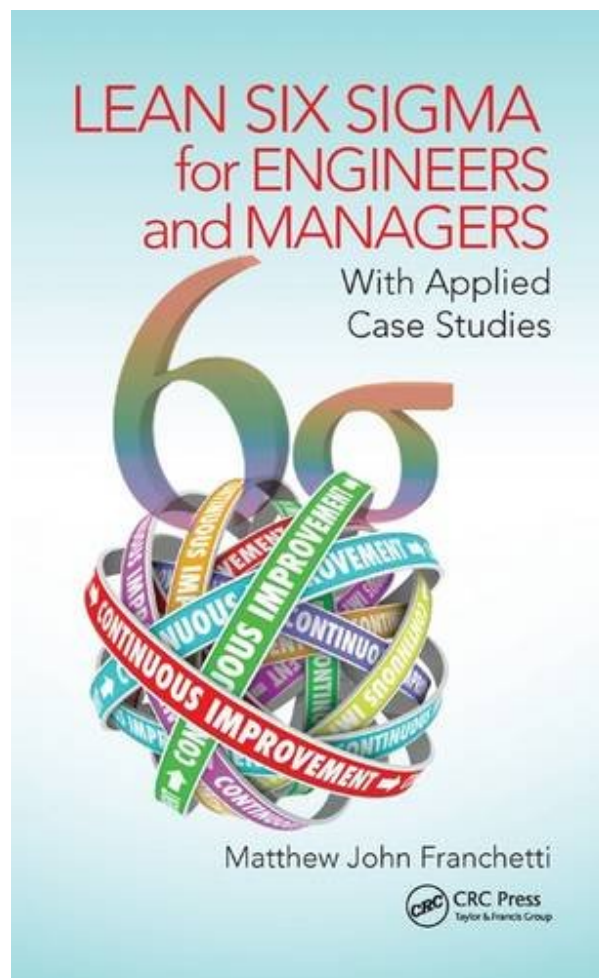


LEAN SIX SIGMA FOR ENGINEERS AND MANAGERS: WITH APPLIED CASE STUDIES

BY MATTHEW JOHN FRANCHETTI



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Review

"The book has several real-world case studies that can be useful to practitioners who are interested in applying both statistical and non-statistical quality management tools."

?Kishore K. Pochampally, Southern New Hampshire University, USA

"... an excellent source for both new and seasoned user of Lean Six Sigma. The book is very timely and useful for academicians, professional and students alike."

?Surendra M. Gupta, Northeastern University

"Executives need a guidebook to better understand and plan Lean Six Sigma (LSS) projects to drive value to their organizations by reducing waste as well as costs and variation. In this book, Franchetti attempts to fill the gap, providing a high-level overview of the value proposition and framework for executing LSS projects. ... There are 11 case studies presented from a wide variety of industries and applications ... the breadth of examples provided in the case studies is substantive and would be extremely useful to executives who are trying to understand the structure of LSS projects and the value they can deliver to an organization."

?Dr. Nicole Radziwill, writing in Quality Management Journal, Vol. 22, No. 3, 2015

About the Author

Dr. Matthew Franchetti is an assistant professor of mechanical, industrial, and manufacturing engineering and the director of undergraduate studies of the Mechanical and Industrial Engineering Programs at The University of Toledo. He received his Ph.D. in 2003 and MBA in 2000 from The University of Toledo, has worked as an industrial engineer and technical manager for the U.S. Postal Service, and has extensive consulting experience in the automotive industry. Dr. Franchetti is a Certified Six-Sigma Black Belt from the American Society of Quality (ASQ) and has consulting and research experience with over 25 companies across the country. He has published over 60 books, articles, and conference proceedings in the field of industrial engineering.

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An in-depth introduction, *Lean Six Sigma for Engineers and Managers: With Applied Case Studies* presents a detailed road map and industry examples to help you understand and implement the LSS system. It discusses the LSS process to define improvement needs, measure current business performance, analyze performance results using statistical tools, improve business and financial results, and control peak business performance. It shows you how to realize the customer satisfaction benefits of Six Sigma and the cost reduction benefits of Lean manufacturing.

A practical and technical guide to fully understanding and implementing LSS for any organization, from manufacturing to service facilities, this book is based on concepts related to total quality management, data analysis, and statistical process control. It details an LSS process that has been applied and refined during the past 10 years on more than 20 LSS projects around the globe. The book includes a framework for implementing LSS, discusses LSS strategies, and includes case studies from service and manufacturing organizations.

The need for LSS has been brought on by increased global competition, sustained financial crises, and increased consumer expectations for higher quality and lower costs. Technologically complex products and processes combined with global supply chains have intensified the need for LSS. The benefits of focusing on LSS by individual organizations can lead to enhanced economic performance, strong levels of customer satisfaction, and higher market shares. With discussions of statistical analysis, training, implementation, common pitfalls, and best practices, this book gives you the edge in increasing your organization's competitiveness in the rapidly evolving global market.

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