



Six Sigma Made Easy

Sam Windsor

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If the last thirty years of working in the world of quality and process improvement have taught me one thing it is that to really understand a topic you need a good example and most importantly that example needs to apply to something you are familiar with. If you cannot relate to the example then it is just a widget, and I have never met anyone that works with widgets.

This e-book is the first in a series of books that are intended to walk the reader through the application of the six sigma tools in a way they can understand the real intent of the tool. So many classes teach the tools, and fill the student's tool box with a jumbled mess of tools they will never use covering the useful tools they really need to understand. The purpose of this text is not to provide technical expertise in the subject of the process discussed, Pizza making in this example, but to demonstrate how to select and apply process improvement tools to better understand and improve process performance. This book will discuss the six sigma methodology as it applies to a Pizza shop owner who suspects her sales are declining due to customers that are becoming dissatisfied with her pizza process.

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