

Six Sigma Professionals, Inc.



**SP
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SS**

**Innovative Technologies.
Sustainable Results.**



**CONSULTING, DEPLOYMENT, TRAINING, AND BUSINESS
IMPROVEMENT PRODUCTS**

D

EAR VALUED CUSTOMER



We wanted to bring you up to date on few experiences we've had at **Six SIGMA PROFESSIONALS, INC. (SSPI)** recently. We're working with global companies that are expanding their Lean Six Sigma and Design For Six Sigma (DFSS) programs to include our processes and approaches in their product and service (transactional) environments. We're also working with organizations that use Process Re-engineering and Transactional DFSS to help with their strategic initiative rollout. We're working with our client base executive teams to structure their enterprise wide initiative deployment.

At SSPI, we actively solicit customers through a rigorous Voice of the Customer (VOC) process. We will work with our customers on customized training programs, project-based consulting methodologies, and wide portfolio product offerings in initiative deployment and training to meet their demand. We offer flexible schedule, in-house and custom project workshops options. We are committed to the passion and rigor necessary to be the best in Lean Six Sigma, DFSS and Management Consulting to meet our client business needs.

We provide a pool of talent that can be quickly mobilized as required and give our clients access to the experience and methodologies of the whole consultancy team rather than an individual. We introduce new experiences and techniques which may, eventually, permeate through the client company as a whole.

If you need help in building and maintaining your relationship with your customers, keeping Lean, Six Sigma and DFSS deployment fresh, solving problems, designing new Six Sigma level performing product; process or service, getting to market faster or entering new markets, SSPI is here to your success.

This catalog is only a sketch of what we can do. We look forward to exploring all possibilities with you.

Sincerely,

Dr. Basem Haik
President

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WE OFFER CONSULTING, DEPLOYMENT, TRAINING, AND BUSINESS IMPROVEMENT PRODUCTS.

S SPI helps you transform your company's performance through a variety of methods including consulting, training, initiative deployment and publications. We at Six Sigma Professionals, Inc. are practitioners of a fully integrated approach for achieving Six Sigma performance for products, processes, and service systems.

We apply integrated methods to the entire business value stream to achieve lasting bottom line results. We practice a unique 'principle-centered' approach to consulting and implementation to foster practical understanding of Lean, Six Sigma and Design for Six Sigma for true sustainability. We are providers of the leading technologies for achieving growth, profitability, and leadership through new products and services.



If you need help...

- Expanding your organization or company vision
- Linking your vision to strategic goals
- Aligning your organization and processes to meet these goals
- Understanding your customers and growing customer loyalty
- Developing new and better products, processes, and services at lower cost
- Delivering higher value products and services more efficiently
- Helping assimilate improvement initiatives to accelerate change within your organization
- Creating an innovation and problem solving cultures in your organization
- Helping sell improvement initiatives to your organization

...our consultants will partner with you to get the results you need.

SSPI consultants can give you as much support as you need—whether it's months of consulting and training for a Six Sigma or DFSS deployment, a transition to a lean enterprise, ongoing executive coaching, on-site statistical analysis, or three days of training for your improvement teams. Whatever the assignment, our consultants are committed to imparting their knowledge to you so you can advance your initiatives and avoid costly trial-and-error learning.

At SSPI, we partner with you to apply our methodologies and skills to many situations, and customize services and programs to integrate your organization's business objectives. In many cases, we don't just rely on a single area of expertise, but instead blend strategies and methodologies to create innovative approaches to solve your business problems and improve your organization's performance.

This catalog is only a sketch of what we can do. We look forward to exploring the possibilities with you.

Visit Us @ www.SixSigmaPI.com

Six SIGMA FOR SERVICE & MANUFACTURING INDUSTRIES



We offer a comprehensive process that combines the necessary elements of executive coaching, program management, project selection, project review, measurement, process improvement, process management, statistics, design, voice of the customer, change management and soft skills. We work with your executive team to plan the Six Sigma initiative and to integrate Six Sigma into your company DNA. We introduce new experiences and techniques which may, eventually, permeate through your company as a whole.

Consulting & Deployment

- Developing Six Sigma strategy
- Deployment and launch
- Executive coaching
- Project selection and reviews
- Selecting champions, Master Black Belts, and Black belts and mentoring support
- Developing deployment metric system
- Deployment task force testing and certification
- Internal support process & policy evaluation (e.g. compensation, bonus, etc.)

TRAINING

- Executive Six Sigma Overview
- Six Sigma Executive Planning
- Six Sigma Training for Champions
- Six Sigma Task Force Training for Master Black Belts, Black Belt, Green Belt & Yellow Belt
- Introduction to Lean Six Sigma
- Introduction to Principle-centered Design For Six Sigma (DFSS)
- Process Statistics & Charting

DON'T FORGET: IN USA, AN INCOME TAX DEDUCTION IS ALLOWED FOR EDUCATION EXPENSES UNDERTAKEN TO MAINTAIN AND IMPROVE PROFESSIONAL SKILLS.



BOTH TRANSACTIONAL AND INDUSTRIAL SIX SIGMA TRAINING VERSIONS ARE AVAILABLE.

LEAN Six SIGMA

We recognize that different opportunities and different organizational needs require different approaches. The "Lean Six Sigma" term refers to a philosophy, goal, and methodology utilized to drive out waste and improve the quality, cost and time performance of any business. These methods provide companies with a series of methods and statistical tools that lead to breakthrough profitability and quantum gains in quality. The Lean Six Sigma rates of improvement in quality, cost and speed increases exponentially and goes much further than either discipline alone could accomplish solely.

We can help create the culture changes required to transform your organization so you can realize and sustain performance excellence at all levels.

CONSULTING & DEPLOYMENT

- Developing Lean Six Sigma strategy
- One-on-one coaching for executives on initiative leadership
- Coaching for task force (Green Belts, Black Belts and Master Black Belts)
- Mapping the organization from value stream perspectives
- Defining critical success factors



TRAINING

- Executive Six Sigma Overview
- Six Sigma Executive Planning
- Six Sigma Task Force Training for
 - Master Black Belts
 - Black Belt
 - Green Belt
 - Yellow Belt
- Introduction to Principle-centered Design For Six Sigma (DFSS)
- Value Stream Mapping
- Kaizen Events

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LEAN

Six Sigma Professionals, Inc. Lean practice utilizes "Kaizen events" -- intensive, week-long improvement sessions -- to quickly identify improvement opportunities and goes one step further than a tradition process map in its use of value stream mapping.

In addition to manufacturing, Lean methods are currently being employed with impressive results in government, service, transactional, and healthcare organizations.

CONSULTING & DEPLOYMENT

- Assessing your organization readiness for Lean transformation
- Defining the vision and plan for the Lean deployment
- Chartering and scoping Lean projects
- Coaching for executives and business leaders
- Coaching for deployment teams
- Developing a Lean effectiveness measurement system
- Implementing a project review system
- Organizing targeted Lean/kaizen events
 - Workplace Organization and Safety
 - Very Short Setup Time (SMED)
 - Total Productive Maintenance (TPM)



- Just-In-Time Production System
- Production Leveling
- Flow Principles
- Standardized Work

TRAINING

- Lean Executive Overview
- Introduction to Lean Enterprise
- Leading Kaizen Events
- Leading Targeted Lean Events
- Process Mapping
- Value Stream Mapping

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DESIGN FOR SIX SIGMA FOR PRODUCT & SERVICE DEVELOPMENT

We can help you develop and follow Identify, Characterize, Optimize and Verify (ICOV) DFSS approach to improving business performance. Working on key design projects, our consultants help you apply strategies, methods, and tools to design or redesign products, services and processes to increase speed to market, improve quality and reliability, to grow and innovate, and to improve customer satisfaction. Our principle-centered DFSS approach is the hallmark of our product portfolio.

CONSULTING & DEPLOYMENT

- Coaching and mentoring for teams and task force (belts) on project level
- Developing a DFSS deployment plan that complements clients' development processes
- Defining deployment decision-making policies and clarifying strategic objectives
- One-on-One executive coaching
- Reviewing the DFSS deployment plan progress on a continuous basis
- Defining deployment effectiveness metrics
- Measuring the Voice of the Customer requirements
- Analyzing design concepts
- Developing high level and detailed design



TRAINING

- Executive DFSS Overview
- DFSS Executive Planning
- DFSS Deployment Task Force Training for Master Black Belts, Black Belt & Green Belt
- Introduction to Axiomatic Design
- Introduction to Robust Design
- Introduction to Theory of Inventive Problem Solving (TRIZ)
- Test Methods Development and Key Life Tests
- Designing A Product Development Process (PDP)

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DESIGN FOR SIX SIGMA FOR RESEARCH & DEVELOPMENT

At SSPI, the phrase **RESEARCH** and **DEVELOPMENT** has a special significance apart from its conventional coupling of scientific research and technological development.

If your R&D center can produce technologies that are robust and at high quality upfront, then you will shorten time to market, reduce cost by avoiding design-test-fix cycle, and increase customer satisfaction and loyalty while guarding your ROI. SSPI's Design For Six Sigma for R&D is your means to achieve all of these benefits.

As businesses increasingly embrace innovation, particularly in technology, we have been working at integrating Design For Six Sigma methodologies with R & D processes. Our DFSS for R&D consulting, deployment and training curriculum are designed with customization in mind to synchronize with your technology development processes.

CONSULTING & DEPLOYMENT

- Developing a wide-scale DFSS R&D deployment plan that complements your lab (center) development processes
- Coaching and mentoring for core technology teams and task force (belts) on the project level

- Integrate DFSS for R&D into your core technology development processes
- Defining DFSS for R&D deployment effectiveness metrics
- Analyzing technological concepts
- Improve the quality and reliability of core technologies

TRAINING

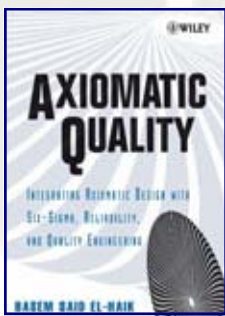
- Executive DFSS for R&D Overview
- DFSS for R&D Executive Planning
- DFSS for R&D Task Force Training for
 - Master Black Belts
 - Black Belt
 - Green Belt

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Axiomatic Design

Axiomatic Design is an emerging methodology that is critical to an effective design process. It provides a means to maximize functional performance through identifying and reducing 'conceptual vulnerability' and 'system complexity' while maximizing functional capability. At the core



of the Axiomatic Design method are the two design axioms. The training and use of Axiomatic Design has been a challenge until recently when the method was expanded for application and integration purposes to what is known as the "Axiomatic Quality" method of Dr. Basem Haik. This approach integrates with great incremental value the use of Axiomatic Design, Robust Design, and the entire Design For Six Sigma process.

Consulting & Deployment

Six Sigma Professionals, Inc. is uniquely capable of deploying an axiomatic design process development program fully, across large organizations. To do so, we train employees at every level of the development organization. We create a system of accountability. We partner with our clients to ensure the ultimate success of implementing this powerful



approach to the design and development processes.

TRAINING

Customized training schedules can be developed on a case by case basis with clients. Here are some options:

- Introduction to Axiomatic Design
- Design For Six Sigma (DFSS) with Axiomatic Design Quality
- Axiomatic Design Project Workshops
 - Design Requirements Cascade
 - Design Complexity Reduction

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CUSTOMER LEADERSHIP: LISTENING TO THE VOICE OF CUSTOMER (VOC)



In order to excel in customer leadership and beat the competition, you have to learn how to **LISTEN TO THE VOICE OF CUSTOMER (VOC)**.

Listening to VOC is a process that drive growth across your company that should be synchronized with other programs and initiatives to expand your business strategy to focus beyond cost management. Ensuring your business has the trust and loyalty of existing customers, the Customer Leadership program creates a roadmap for growth.

CONSULTING & DEPLOYMENT

Six Sigma Professionals, Inc. is uniquely capable of deploying **LISTENING TO THE VOICE OF THE CUSTOMER (VOC)** process fully, across large and small organizations. To do so, we train your marketing, sales and product development employees at every level of your company. We create a system of accountability. We partner with our clients to ensure the ultimate success of implementing this powerful process.

TRAINING

Customized training schedules can be developed on a case by case basis with clients. Here are some options:

- Listening to VOC Process Training
- Kano Analysis
- Listening to VOC Workshop

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QFD

Quality Function Deployment (QFD) links the needs of the customer (end user) with design, development, engineering, manufacturing, and service functions.

As a quality system that implements elements of Systems Thinking with elements of psychology and knowledge, QFD provides a system of comprehensive development process for:

- Understanding customer needs
- What 'value' means to the customer
- Understanding how customers become interested, choose, and are satisfied
- Analyzing how do we know the needs of the customer
- Deciding what features to include in your product or service offerings
- Determining what level of performance to deliver

Consulting & Deployment

Six Sigma Professionals, Inc. is uniquely capable of deploying the Quality Function Deployment methodology to your development program fully, across your organizations. We partner with our clients to ensure the ultimate success of implementing this powerful planning approach to the program planning and development processes.



TRAINING

Customized training schedules can be developed on a case by case basis with clients. Here are some options:

- Introduction to QFD
- Kano Analysis
- Design For Six Sigma (DFSS) with QFD
- QFD Workshop No. 1: VOC
- QFD Workshop No. 2: Product Design
- QFD Workshop No. 3: Process Design
- QFD Workshop No. 4: Production Planning

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Robust Design

At Six Sigma Professionals we practice traditional optimization methods but our preferred strategy for optimization is the Robust Design approach. This methodology is easily taught to engineers and is the most effective strategy in dealing with sources of variation which are difficult or impossible to control. Sources of variation such as customer usage conditions, usage environment, and the effects of deterioration over time are the types of **NOISE** that we need robustness against.

With robust design, we develop a technology that is robust to different product applications. This approach is referred to as robust technology development.

Consulting & Deployment

Six Sigma Professionals, Inc. is uniquely capable of deploying a robust design development program fully, across large organizations. To do so, we train employees at every level of the development organization. We create a system of accountability. We partner with our clients to ensure the ultimate success of implementing this powerful quality approach to the design and development processes.



TRAINING

Customized training schedules can be developed on a case by case basis with clients. Here are some options:

- Introduction to Robust Design
- Design For Six Sigma (DFSS) with Robust Design
- Robust Parameter Design— Static Formulation
- Robust Parameter Design— Dynamic Formulation
- Tolerance Design
- Parameter/Tolerance Design Workshops

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TEST METHODS DEVELOPMENT

Our test methods development approach provide the tools and techniques to shorten the development process cycle time and resources required for verification and validation testing.

Test method development provide comprehensive process which will give your organization a sound fundamental understanding of the strategies, statistical and scientific approaches available for developing and validating an effective design verification and validation test method of your product portfolio.

CONSULTING & DEPLOYMENT

Six Sigma Professionals, Inc. is uniquely capable of deploying a test method development program fully across your product development processes. To do so, we train employees at every level of the development organization. We create a system of accountability. We partner with you to ensure the ultimate success of implementing this powerful design approach to the verification and validation of the output of your development process.

SSPI consultants work on any spectrum of



TRAINING

Customized training schedules can be developed on a case by case basis with clients. Here are some options:

- Introduction to Test Methods Development
- Test Methods Development Training
- Design For Six Sigma (DFSS) with Test Method Development
- Sequential Test Methods Workshops
 - Workshop No. 1
 - Workshop No. 2
 - Workshop No. 3
 - Workshop No. 4

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TRIZ

We at Six Sigma Professionals are practitioners of TRIZ as a method to generate breakthrough technologies. We have successfully integrated TRIZ with Axiomatic Design and Design For Six Sigma (DFSS).

Without the application of TRIZ, development teams are left to develop new concepts which are limited by the engineering experience or the prevailing knowledge of the design team. The power of TRIZ is its ability to identify new concept alternatives of breakthrough level performance through innovation .

CONSULTING & DEPLOYMENT

SSPI consultants work on wide spectrum of design projects to

- Identify and solve the design conflicts in your system
- Formulate for system ideality
- Model the system functional elements and identify their symptoms
- Reduce system complexity
- Generate innovative solutions
- Evaluate and synthesize vulnerability-free conceptual solutions

SSPI consultants work on any spectrum of design projects.

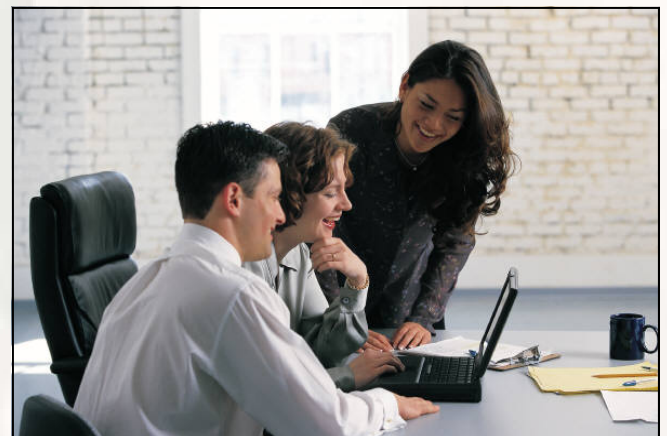


TRAINING

Customized training schedules can be developed on a case by case basis with clients. Here are some options:

- Introduction to TRIZ
- Design For Six Sigma (DFSS) with TRIZ
- TRIZ Design Project Workshop
 - New Design Workshop
 - Redesign Workshop

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Product Simulation

Product simulation transform your Excel spreadsheets to get a credible picture of risk, create accurate predictive models, search for the best solution and maximize your value.

From Monte Carlo simulation to forecasting, optimization and real options analysis, product simulation is where you'll find the tools that you need to deliver your objectives.

Manufacturing, engineering, and service processes contain uncertainty, the use of simulation help you describe these processes data sets.

Consulting & Deployment

SSPI consultants will work with you on your projects to

- calculate their potential for financial success
- quantify and forecast the effects of variation in your new design or redesign
- identify the key factors that drive uncertainty in your design
- maximize the probability of meeting Voice of the Customer without excessive testing costs
- pedigree in your Six Sigma and Design For Six Sigma deployment



TRAINING

Customized training schedules can be developed on a case by case basis with clients. Here are some options:

- Introduction to Product Simulation
- Design For Six Sigma (DFSS) with Product Simulation
- Product Simulation Workshop

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PROCESS SIMULATION



With process simulation we deliver more consistent and efficient process improvement and project execution. Process simulation navigates users (with tactical Roadmaps, linked on-demand analysis tools, and contextual training) in the same environment where actual project-work is done. Executives get real-time knowledge of where each initiative is, and often describe process simulation as the **Global Positioning System** for process and project portfolio management.

As a leading provider of process re-engineering, we deliver standards, consistency, and productivity for company-wide process management, project execution and governance.

CONSULTING & DEPLOYMENT

SSPI consultants work on wide spectrum of design projects to

- improve operational performance and governance with best practices.
- pedigree in your Six Sigma and Design for Six Sigma deployments
- simulate Lean benchmarking and value stream mapping in one tool.
- Turn compliance into a competitive advantage (Sarbanes-Oxley Act)

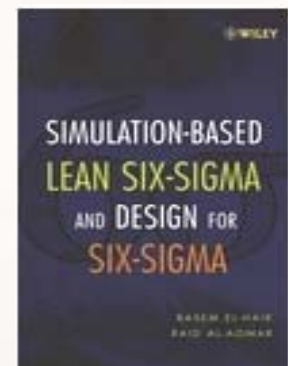
TRAINING

Customized training schedules can be developed on a case by case basis with clients. Here are some options:

- Introduction to Process Simulation
- Six Sigma (DFSS) with Process Simulation
- Value Stream Mapping with Simulation
- Process Modeling with Simulation
- Project Simulation Workshop

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Problem Solving

Problems are the very elements of success of a business. If problems no longer existed, there would be no need for the business in the first place, because businesses by their very nature are created to solve problems.

Great leaders view problems as possibilities waiting to be created. They know that their success will come from understanding their decisions, evaluating all possible options, understanding the consequences behind their options and only then do they decide on a plan of action. Problems are the very elements of success of a business.

At SSPI, we see problems as opportunities, a way of solving a complex business issue to help bring the business one step closer to achieving it's vision. For them there is little firefighting because they have created a solution that far outlives the immediate problem.

Consulting & Deployment

Six Sigma Professionals, Inc. is uniquely capable of deploying the Problem Solving methodology to your projects across your organizations. We partner with our clients to ensure the ultimate success of implementing this powerful approach to their toughest problems.



Training

Customized training schedules can be developed on a case by case basis with clients. Here are some options:

- Problem Solving Using 8D
- Project-based Problem Solving Workshops

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OTHER OFFERINGS

SPI portfolio includes numerous approaches that can be customized to your needs with ample flexibility.

CONSULTING & DEPLOYMENT

SSPI has the following advantages:

- Providing a pool of talent that can be quickly mobilized as required
- Reassuring you, our client, about the quality of the consultants supplied
- Giving you access to the experience and methodologies of the whole consultancy team rather than an individual
- Introducing you to new experiences and techniques which may, eventually, permeate through your company as a whole

TRAINING

Customized training schedules can be developed on a case by case basis with clients. Here are some options by industrial arena:

SERVICE (TRANSACTIONAL)

- Design of Experiment for Service Industry
- Business Statistics & Forecasting
- Process Mapping
- Value Stream Mapping



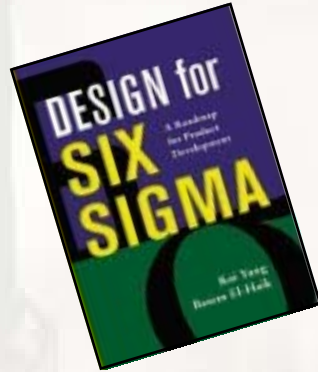
- Service Concept FMEA/DFMEA/ Process FMEA
- Customer Leadership & VOC
- Conjoint Analysis

INDUSTRIAL

- Design for Experiment for Manufacturing Industry
- Engineering Statistics
- Design for Reliability
- Value Stream Mapping
- Product Concept FMEA, DFMEA and Process FMEA
- Advanced Product Quality Planning (APQP)
- Production Part Approval Process (PPAP)
- Product Development Process
- Value Analysis/Value Engineering
- 8D Problem Solving
- Statistical Process Control (SPC)

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DESIGN FOR Six SIGMA: A ROADMAP FOR PRODUCT DEVELOPMENT



THIS WAY TO ROBUST
DESIGN AND OPTIMUM
PRODUCTS!

The attraction of Six Sigma is obvious designs that work, fewer defects in manufacturing, lower production costs, and greater customer satisfaction. With these pluses, it's no wonder the world's leading companies are adopting the Six Sigma approach to product development in ever-growing numbers. Now here's a powerful engineering resource that makes it easier to implement Six Sigma in new product and service development, one step at a time.

Written by hands-on Six Sigma quality experts who write with the excellence Six Sigma can help you achieve in your products and services Design for Six Sigma provides unrivalled, real-world new product development experience and priceless walkthroughs that help you choose the right design tools at



every stage of product development. You get the detailed directions, careful comparisons, and worked-out calculations that make every step easier and make sense of every step.

This trailblazing guide is the only resource that gives product and service designers, project and quality engineers, and Six Sigma trainers a true roadmap to product excellence, from customer requirements to customer satisfaction.

Hardcover: 624 pages
Publisher: McGraw-Hill
Professional; 1st edition (May 21, 2003)
Language: English
ISBN: 0071412085

SERVICE DESIGN FOR SIX SIGMA: A ROADMAP FOR EXCELLENCE



FOLLOW THE DOTTED LINE TO SERVICE SIX SIGMA QUALITY



A service is typically something created to serve a paying customer whether internal or external. Some services consist of several processes linked together while others consist of a single process. This book introduces Service Design for Six Sigma (DFSS), an easy-to-master, yet highly effective data-driven method that prevents defects in any type of service process. The particular focus of this publication is service DFSS, which leads to what the authors term "a whole quality business", one that takes a proactive stance and gets things right the first time. Not only does the whole quality business produce a high-quality product and offer high-quality services, but it also operates at lower cost and higher efficiency, throughout the entire life cycle, than its competitors because all of the links in the supply chain are optimized.

Following a detailed overview that sets forth the basic premise and key concepts of service DFSS, the authors offer readers all the information and tools needed to take advantage of service DFSS within their own organizations, including a roadmap to consistent, clear and in-depth coverage of the philosophical, organizational and high-quality service for any technical aspects of service DFSS Organization.

Hardcover: 448 pages

Language: English

**Publisher: John-Wiley-Interscience,
1st edition (July, 2005)**

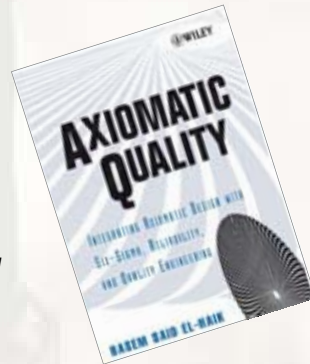
ISBN: 0-471-68291-2

Axiomatic Quality:

INTEGRATING PRINCIPLE OF DESIGN, Six SIGMA, RELIABILITY AND QUALITY ENGINEERING



IF IT IS NOT AXIOMATIC,
IT IS NOT DFSS.



As the adoption of quality methods grows across various industries, its implementation is challenged by situations where statistical tools are inadequate, especially during the conceptual phases. Yet the earlier the system is launched in any given process, the greater are the paybacks these methodologies will yield.

Providing a complete framework for immediate implementation, *Axiomatic Quality: Integrating Principles of Design, Six Sigma, Reliability, and Quality Engineering* brings together two well-established theories, *Axiomatic Design* and *Robust Design*, to eliminate or reduce both conceptual and operational weaknesses of products and services.

It guides design teams in producing systems that operate at high quality levels for each of their design requirements.

It shows the way towards achieving the Six Sigma target—six times the standard deviation contained between the target and each side of the specification limits—for each requirement.

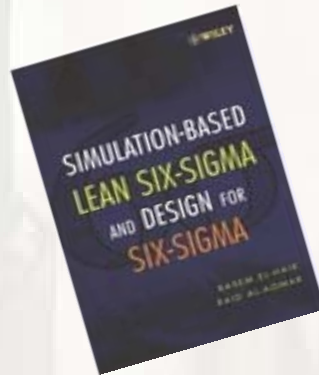
Laying out a comprehensive approach and working through each aspect of its implementation, *Axiomatic Quality* is an essential resource for managers, engineers, Six Sigma belts and other professionals who want to successfully deploy the latest state-of-the-art methodology to tackle system vulnerabilities and improve quality.

Hardcover: 312 pages
Publisher: John Wiley-Interscience;
1st edition (April, 2005)
Language: English
ISBN: 0-471-68273-8

SIMULATION-BASED LEAN Six SIGMA AND DESIGN FOR Six SIGMA



**SIMULATION TOOLS TO
MAXIMIZE
PERFORMANCE AND
MINIMIZE VARIATION**



This book offers a complete roadmap to conducting and executing simulation-based Lean Six Sigma and Design for Six Sigma (DFSS) projects. including mapped tools and methods. Readers discover how simulation modeling within Lean Six Sigma reduces the time and cost of physical experimentation and provides a method to validate test scenarios. Most importantly, the simulations lead to design and service improvements and extremely low variations in actual performance for both manufacturing and service industries.

All the guidance needed to take advantage of the many tools in simulation-based Lean Six Sigma and DFSS is clearly set forth. The implementation, theoretical, and practical aspects of Six Sigma and DFSS and their associated toolboxes and methods are all

set forth in detail.

Several case studies plus additional examples are used to demonstrate how simulation-based DFSS can be engaged to streamline processes and produce reliable, consistent results.

This book is ideal as a reference to simulation-based DFSS for corporate executives, quality control managers, Six Sigma belts, manufacturing and process engineers who need to streamline processes, minimize risk, and maximize returns. It serves as a complete training manual for Six Sigma teams. With its many case examples, it is also a superior textbook for graduate students in management, operations, and quality assurance.

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