

Six sigma

Brue, Greg, author

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Abstrak

Unlock new levels of quality, performance, customer service, and profits. Written specifically for managers with little or no experience on the subject, *Six Sigma for Managers, Second Edition*, provides step-by-step guidance and examples for implementing a Six Sigma initiative. Written specifically for today's busy manager, Briefcase Books feature eye-catching icons, checklists, and sidebars to guide managers step by step through everyday workplace situations. Updated with the latest in implementation strategies and tactics, tips from insiders in the field, and new stories and insights from the Six Sigma experiences of others.