

Practical Process Improvement A Program for Market Leadership in the Twenty First Century

Contents

About the Author	v
Acknowledgements.....	vi
Preface.....	vii
Foreword by Roger Jacobson	1x
Chapter One Introduction	1
Part One: The PPI Management Method	
Chapter Two: Customer Satisfaction	19
Chapter Three: Production Methods	35
Chapter Four: Processes and Quality Improvement	51
Chapter Five: Guidelines for Success	75
Chapter Six: Management Involvement	87
Part Two: The PPI Process	
Chapter Seven: The PPI Organization and Support System	99
Chapter Eight: The PPI Team Model	107
Chapter Nine: The PPI Training Process	127
Chapter Ten: Getting Started.....	143
Appendix Avoiding Sigma Confusion.....	161