



# The Ultimate Six Sigma: Beyond Quality Excellence

*Keki Bhote*

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## **The Ultimate Six Sigma: Beyond Quality Excellence** Keki Bhote

"Six Sigma started as a revolutionary quality tool at Motorola, gained fame as a powerful driver of cost savings at GE, and has spawned an entire industry of publications and consultants, many peddling a watered-down version of the original Motorola Six Sigma process. Now, Keki Bhote, one of the founders of Six Sigma, taps into the rigors and rewards of this breakthrough process - but moves it beyond mere quality to focus on total business excellence in 12 key areas. From customer loyalty to leadership to supply chain management, "The Ultimate Six Sigma" provides the techniques and metrics needed to measure success, and supplies self-assessment audits to help readers ensure that they're getting it right. Case studies illustrate how Six Sigma has been successfully implemented in each key area".

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