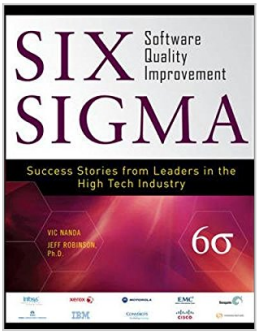

Six Sigma Software Quality Improvement (Mechanical Engineering)

By Vic Nanda, Jeffrey Robinson

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Complete with 23 case studies, this in-depth guide provides a roadmap for using Six Sigma to improve the quality of software/IT companies. *Six Sigma Software Quality Improvement* demonstrates how Six Sigma is applicable to the IT industry, with compelling success stories from today's leading IT companies, including Motorola, IBM, Xerox, Infosys, EMC, TCS, Convergys, Seagate, Cisco, and Thomson Reuters. The book offers a true roadmap for software quality improvement from those who have been in the trenches and have won the battles handily.
This practical guide illustrates how successful IT companies employ Six Sigma to improve their processes using DMAIC (Define, Measure, Analyze, Improve, Control) and DMADV (Define, Measure, Analyze, Design, Verify) and identify and eliminate waste from their processes using Lean Six Sigma. The book also reveals how companies develop new, robust products using Design for Six Sigma (DFSS) concepts.
Six Sigma Software Quality Improvement

- Provides detailed insight into problems and opportunities that were addressed with the aid of Six Sigma in some of the largest, most successful IT companies
- Features 23 detailed success stories identifying the problem/opportunity, the specific Six Sigma statistical tools used, and the resulting return that was realized, so you can replicate the scenarios in your own work situations
- Written and contributed by leaders in the quality and software development fields
- Provides a global perspective with international companies and global authors

Comprehensive coverage:
Executive Overview of Six Sigma; DMAIC Methodology Primer; Define - Measure - Analyze - Improve - Control (DMAIC) Case Studies (cycle time reduction, software defects reduction, help desk improvement, productivity improvement, test efficiency improvement, and more); DMAIC Conclusions & Lessons Learned; DFSS/DMADV Methodology Primer; Design for Six Sigma/Define - Measure - Analyze -Design - Verify (DFSS/DMADV) Case Studies (process redesign, new product design, test effectiveness improvement, system availability improvement, and more); DFSS/DMADV Conclusions &

Lessons Learned; Lean Six Sigma Primer; Lean Six Sigma & Kaizen Case Studies (documentation reduction, defect reduction, and more); Lean Six Sigma Conclusions & Lessons Learned; Detailed description of Six Sigma programs from leading companies

NOTE: *In case of questions on this book or to contact any of the authors, please join the "Six Sigma Software Quality Improvement book Users Group" on LinkedIn.*

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Editorial Review

About the Author
Vic Nanda has 16+ years experience in leading process and quality improvement initiatives in several organizations using Six Sigma, CMMi®, ITIL®, TL 9000, and ISO 9000. Vic is a Six Sigma Black Belt, Certified ISO 9000 LA, CMQ/OE, CQA, CSQE, and ITIL Foundations Certified. He is the author of three books on quality and process improvement. He is a member of Editorial Boards of several publications, member of ASQ National Awards Committee, and active volunteer with ASQ and SPIN. He was awarded the Feigenbaum Medal by the American Society for Quality in 2006 for "displaying outstanding characteristics of leadership, professionalism, and potential in the field of quality and also whose work has been or will become of distinct benefit to mankind".
Jeffrey Robinson, Ph.D., is a Master Black Belt from Motorola and an industry expert on Six Sigma. Over the last 15 years in his 25+ year career, Dr. Robinson has trained, coached, and mentored hundreds of Black and Green Belts at various companies. As a certified Master Black Belt, he has been applying and teaching Six Sigma techniques in a broad range of environments from semiconductor manufacturing, medical device manufacturing, IT, automotive, and financial management systems. Besides being active in the industry, Dr. Robinson has been teaching graduate and undergraduate courses for over 21 years. He was profiled in the "Who's Who in Q" in the September 2011 issue of ASQ's Quality Progress magazine.

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