



# The Six Sigma Memory Jogger II Desktop Guide

*Michael Brassard*

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## **The Six Sigma Memory Jogger II Desktop Guide Michael Brassard**

The Six Sigma Memory Jogger II is the indispensable training and performance support resource for Six Sigma Project team members. Beginning with an overview and introduction to Six Sigma concepts, primary terminology, and the basics of the DMAIC method, this valuable desktop guide presents forty-eight Six Sigma tools, including the CTQ, (Critical to Quality)Tree, FMEA (Failure Mode and Effects Analysis), Kano Model, MSA Measurement Systems Analysis, process sigma, regression, SIPOC (Suppliers, Inputs, Process, Outputs and Customers), VOC (Voice of the Customer) Data Collection System and the  $y=f(x)$  formula.



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