



What is Six Sigma Process Management?

Rowland Hayler, Michael Nichols

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Two leading experts reveal the key concepts and techniques behind Six Sigma Process Management

Six Sigma Process Management (SSPM) is a structured set of tools and techniques to help executives and teams continually address their customers' expectations. *What Is Six Sigma Process Management?* explains the SSPM methodology, helping business leaders determine which efforts will most positively impact on their customers, employees, and shareholders. SSPM provides a system that guides leaders on what to improve first and how to establish a portfolio of the best improvement efforts in their business.

The book also offers:

- Insights on process management, including identifying critical customer process metrics
- Guidelines to improve customer satisfaction by identifying customer-seen failures
- Ways to enhance overall business improvement strategy
- Insights on how future SSPM developments can address modern business challenges

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