Contents

	List of Contributors	vi
	Preface	<i>i</i>
Chapter 1	Qualitative and Quantitative Analysis of Six Sigma in Service Organizations	1
	Ayon Chakraborty And Kay Chuan Tan	
Chapter 2	Six Sigma: The Power of Culture	27
Chapter 3	Some Applicable Methods to Analyze and Optimize System Processes in Quality Management	49
	Andrey Kostogryzov, George Nistratov and Andrey Nistratov	
Chapter 4	Simulation-Based Six-Sigma and Design for Six-Sigma	95
Chapter 5	Artificial Intelligence Tools and Case Base Reasoning Approach for Improvement Business Process Performance	127
	Aleksandar Vujovic, Zdravko Krivokapic And Jelena Jovanovic	
Chapter 6	Statistical Process Control Techniques and Capability Analysis	141
Chapter 7	The Integration Of TQM and Six-Sigma	159
	Ching-Chow Yang	
Chapter 8	Lean Six Sigma – Making it 'Business as Usual'	179
	Graham Cartwright and John Oakland	
Chapter 9	Project Costs and Risks Estimation Regarding Quality Management System Implementation	187
Chapter 10	Reducing Mirror Slippage of Nightstand With Plackett-Burman Doe and Ann Techniques Mithat Zeydan and Gülhan Toğa	209
Chapter 11	What Quality Management Allied to Information Can Do for Occupational Safety and Health	221
Chapter 12	Competence Education and Training for Quality Vidoje Moracanin	241
	Citation	255
	Index	257