

PRACTICAL PROCESS IMPROVEMENT

*A Program for Market Leadership
in the Twenty-First Century*

R. Edward Zunich



SPC Press
Knoxville, Tennessee

Contents

| | | |
|--|---|------------|
| | About the Author | <i>v</i> |
| | Acknowledgments | <i>vi</i> |
| | Preface | <i>vii</i> |
| | Foreword by Roger Jacobson | <i>ix</i> |
| Chapter One | Introduction to Practical Process Improvement | 1 |
| PART ONE: THE <i>PPI</i> MANAGEMENT METHOD | | |
| Chapter Two | Customer Satisfaction | 19 |
| Chapter Three | Production Methods | 35 |
| Chapter Four | Processes and Quality Improvement | 51 |
| Chapter Five | Guidelines for Success | 75 |
| Chapter Six | Management Involvement | 87 |
| PART TWO: THE <i>PPI</i> PROCESS | | |
| Chapter Seven | The <i>PPI</i> Organization & Support System | 99 |
| Chapter Eight | The <i>PPI</i> Team Model | 107 |
| Chapter Nine | The <i>PPI</i> Training Process | 127 |
| Chapter Ten | Getting Started | 143 |
| Appendix | Avoiding Sigma Confusion | 161 |