

# 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