



dandelion.com

© 2008 AGI-Information Management Consultants
May be used for personal purposes only or by
libraries associated to dandelion.com network.

MAKING SIX SIGMA LAST

Managing the Balance
Between Cultural
and Technical Change

GEORGE ECKES



JOHN WILEY & SONS, INC.

New York • Chichester • Weinheim • Brisbane • Singapore • Toronto

Contents

Chapter 1	Six Sigma Acceptance: The Ignored Element in Implementation	1
Chapter 2	Creating the Need for a Six Sigma Culture	17
Chapter 3	Overcoming Six Sigma Resistance	35
Chapter 4	Molding the Six Sigma Vision, Results, and Behaviors	63
Chapter 5	Creating the Six Sigma Culture	87
Chapter 6	Measuring the Six Sigma Culture	147
Chapter 7	Profiles in Six Sigma Leadership	185
Chapter 8	Pitfalls to Avoid in Creating the Six Sigma Culture	209
Last Thoughts		229
Index		231