## Contents

Foreword by Professor John S. Oakland	vii
Preface	ix
Acknowledgements	xi
1 Why FIT SIGMATM?	1
2 History of the quality movement	11
3 The enigma of Six Sigma	33
4 Case studies: Six Sigma in practice	53
5 Lean enterprises	68
6 The methodology of FIT SIGMA <sup>TM</sup>	81
7 FIT SIGMA $^{ ext{TM}}$ and service organization	ns 112
8 Project management and FIT SIGMATE	M 138
9 Implementation, or making it happen	150
References	174
Glossary	179
Index	185