

## Part 2: Book 2

### Chapter 2:

- **Total Quality Management (TQM)**
  - Definition of Quality
  - Cost of Quality
  - The Philosophy of TQM
  - **Tools and Techniques of TQM**
    - Deming Wheel (PDCA)
    - Benchmarking
      - Steps of Benchmarking
    - Quality Function Deployment

### Chapter 3:

- **Six Sigma Principles**
  - What is Six Sigma?
  - Examples of Six Sigma Success
  - Why should I give Six Sigma serious consideration?
  - **Six Sigma Readiness**
    - Six Sigma Management Commitments
  - What Are The Most Important Ingredients In The Six Sigma Methodology?
  - What Is The Typical Methodology Of Six Sigma?
  - What Exactly Is Six Sigma?
  - **Overview of the DMAIC Model**
    - When to use DMAIC
    - Implementation Options for DMAIC
    - Define
    - Measure

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- Analyze
- Improve
- Control
- **Kaizen DMAIC**
  - Characteristics of a Kaizen approach
  - When to Use Kaizen
  - How to conduct a Kaizen DMAIC
  - Management/sponsor involvement in the Kaizen Event
  - Tips on using a Kaizen DMAIC
  - Project selection

## **Chapter 4:**

- **Lean Manufacturing (LM)**
  - What is Lean Manufacturing
  - Key Principle of Lean Manufacturing
  - History of Lean Manufacturing
  - Key Implications of Lean Manufacturing
  - What Kinds Of Companies Benefit Most From Lean Manufacturing?
- **Lean Manufacturing Concepts**
  - Value Creation and Waste
  - Main Kinds of Waste
- **Lean Manufacturing Tools**
  - Value added and Non value added activities
  - Value Stream Mapping
  - JIT (Just In Time)
  - Kanban tooling
  - Cellular Manufacturing or Work Cells
  - The Five S's
  - One-Piece Flow
  - Poka-Yoke (Error Proofing)
  - Visual Management
  - Value Stream Mapping
  - Kaizen



- Kanban
- Demand Management
- Heijunka
- Continuous Flow and Cell Design
- Changeover Reduction
- Total Productive Maintenance (TPM)
- Single Minute Die Exchange (SMDE)
- **Why Lean Manufacturing Is So Successful**
- **Reconciling Lean with other systems**
  - Toyota Production System
  - Lean Six Sigma
  - Lean and ERP
  - Lean with ISO 9001:2000
- **Implementing Lean**
  - Senior Management Involvement
  - Start with a Partial Implementation of Lean
  - Start Small
  - Use an Expert
  - Develop a Plan



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