



Six Sigma for Business Excellence

By Penelope Przekop

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The Six Sigma process excellence program, based on Johnson & Johnson's unique approach

Six Sigma for Business Excellence shows managers at all levels of Six Sigma proficiency how to create a process excellence program that addresses both company goals and day-to-day operations. Using Johnson & Johnson's Process Excellence Program as a model, Johnson & Johnson's director of quality, Penelope Przekop, walks readers through the real world of implementing a Six Sigma program. Examples and insights from Johnson & Johnson as well as other Six Sigma companies detail:

- How to apply Six Sigma principles and techniques immediately with little supervision from senior managers or black belts
- How to resolve communication issues between management and the Six Sigma team
- Ways to become a Six Sigma champion without assistance from senior management or black belts
- Methods and tools that managers at all levels can incorporate into their departments, improving quality and performance from the inside out

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Editorial Review

From the Back Cover

In their pursuit to become the most competitive healthcare company in the world, Johnson & Johnson put process excellence at the top of their list of priorities, creating a strong quality environment rooted in Six Sigma that applied to all of their businesses. By focusing on assessment, improvement, and recognition, this Fortune 500 company cited savings of over \$5 billion—not to mention vastly improved performance and quality across the organization.

Now, managers at all levels can bring Six Sigma into their world—in the trenches where the ideas are born, the work is done, and the bottom line is supported.

Six Sigma for Business Excellence reveals how you can create a process excellence program that fully addresses your company's goals, the specific imperatives of a quality team, and your day-to-day operations—even if upper management has not wholly committed to Six Sigma. Using Johnson & Johnson's approach as a model, Johnson & Johnson's Director of Global Quality Management, Penelope Przekop, walks you through the real world of implementing Six Sigma techniques without enlisting high-level support, giving you the information you need to recreate this proven approach for improvement and excellence.

This hands-on guide begins by outlining the key concepts of Six Sigma and the advantages of adopting this powerful methodology. Then you'll see how to create a personal management framework based on Six Sigma, utilizing the technical tools needed to bridge the gap between strategy and implementation.

Through instructive examples and insights from Johnson & Johnson's manufacturing and non-manufacturing businesses, as well as other Six Sigma companies, you'll discover:

- How to apply Six Sigma principles and techniques *immediately* to meet your business needs—with little supervision from senior managers or Black Belts
- How a process focus can impact overall effectiveness and efficiency, regardless of scope
- Methods for understanding your customers' needs and driving a customer-focused approach
- Tools from Lean Thinking and Design Excellence that you can incorporate into your departments—improving quality and performance from the inside out
- Ways to resolve communication issues between management and your Six Sigma team

Complete with templates, summaries, and detailed schematics of the SIPOC (suppliers, inputs, process, outputs, customers) process, *Six Sigma for Business Excellence* is your key to driving quality through your organization and creating the best possible environment for success.

A hands-on guide to implementing your own Six Sigma business excellence program

A question for middle managers: how can you better understand your customers, slash costs, improve communication, achieve excellence across your organization, and increase your own personal potential—all without the support of upper management?

The answer is inside *Six Sigma for Business Excellence*. Based on the unique Six Sigma process excellence program adopted by Johnson & Johnson—which saved the company billions of dollars and vastly improved performance—this valuable guide gives you the information and tools you need to recreate their proven approach in your own departments and firms. Director of Global Quality Management at Johnson & Johnson, Penelope Przekop, provides the tools and tips you need to implement the concepts of Six Sigma and achieve outstanding results *without* enlisting high-level support. Through insightful case studies from Johnson & Johnson as well as other successful Six Sigma companies, you'll discover how to:

- Become a Six Sigma champion without assistance from senior management or Black Belts
- Apply Six Sigma principles and methods to meet your specific business needs
- Develop a personal management framework for long-term success
- Better address the needs of your customers
- Identify and understand the common goals of the functional manager and the Six Sigma professional
- Incorporate Six Sigma concepts more intrinsically into your departments, improving quality and performance from the inside out rather than from the top down

About the Author

Penelope Przekop is director of Global Quality Management for the Benefit-Risk Management organization within the Johnson & Johnson Pharmaceuticals Group. She is a popular guest speaker for groups including the International Quality and Productivity Center and the Center for Pharmaceutical Training.

Users Review

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