

The Black Belt Memory Jogger II, GOAL/QPC, 2 Manor Parkway, Salem, NH 03079-2841, 2002, 266 pp., \$17.95.

GOAL/QPC published a series of memory joggers in various quality subjects. This is the latest subject in Black Belt. Six Sigma is becoming very popular. Its popularity is due to its expanding role in the classical quality management tools and philosophy and repackaged into a holistic approach toward the management of the process and quality. It links processes from the process of discovering customer's voice to the management of the supplier quality and anything in between.

As a memory jogger, this small ring binding book covers the subject of explaining what is six sigma, what are the roles of black belt, project and process management, and most of the tool kits which are required by a black belt; majority of them are statistical techniques (142 out of 266 pages).

DMAIC processes demand the black belt mastering the use of statistical techniques for the development of quality information as a base for the improvement, the statistical techniques required is somewhat beyond the basic statistics traditionally being taught at statistics 101. As an example, the DPMO estimation using exponential model is beyond comprehension of a person with only basic statistics training. However, this small book introduced enough materials for the would-be black belt to ponder what they do need to know. To master it needs a more rigorous training in statistics and process/project management.

As a memory jogger it does not require the rigor as demanded in the text book, however, I still can find some factual errors in page 64, in the example to explain estimate short term sigma value from long term value. The correct usage should be the z value.

This book provides a very good source of materials for the experienced and novice who are curious about what it takes to becoming a black belt.

Shin Ta Liu
Lynx Systems