

Lean Six Sigma - Program Content Resources and Helpful References

**Arthur, Jay. *Lean Six Sigma Demystified*. New York: McGraw-Hill, 2007.

Barry, Robert, Amy Murcko, and Clifford Brubaker, *The Six Sigma Book for Healthcare: Improving Outcomes by Reducing Error*. Chicago: The Foundation of the American College of Healthcare Executives, 2005.

Britz, Galen, Donald Emerling, Lynne Hare, Roger Hoerl, Stuart Janis, and Janice Shade (ASQ Statistics Division). *Improving Performance Through Statistical Thinking*. Milwaukee: ASQ Quality Press, 2000.

Caldwell, Chip, Jim Brexler, and Tom Gillem. *Lean-Six Sigma for Healthcare: A Senior Leader Guide to Improving Cost and Throughput*. Milwaukee: ASQ Quality Press, 2005.

Chalice, Robert. *Improving Healthcare Using Toyota Lean Production Methods, 2nd Edition*. Milwaukee: ASQ Quality Press, 2007.

**Chalice, Robert. *Stop Rising Healthcare Costs Using Toyota Lean Production Methods: 38 Steps for Improvement*. Milwaukee: ASQ Quality Press, 2005.

George, Michael. *Lean Six Sigma for Service*. New York: McGraw-Hill, 2003.

**George, Michael, David Rowlands, and Bill Kastle. *What is Lean Six Sigma*. New York: McGraw-Hill, 2003.

**George, Michael, David Rowlands, Mark Price, and John Maxey. *The Lean Six Sigma Pocket Toolbook: A Quick Reference Guide to 100 Tools for Improving Quality and Speed*. New York: McGraw-Hill, 2004.

**Graban, Mark. *Lean Hospitals: Improving Quality, Patient Safety, and Employee Satisfaction*. New York: Taylor and Francis Group, 2009.

Hadfield, Debra, and Shelagh Holmes. *The Lean Healthcare Pocket Guide XL*. Chelsea, MI.: MCS Media, 2008.

Kubiak, T.M., and Donald Benbow. *The Certified Six Sigma Black Belt Handbook*. Milwaukee: ASQ Quality Press, 2008.

Lloyd, Robert, and Raymond Carey. *Measuring Quality Improvement in Healthcare: A Guide to Statistical Process Control Applications*. Milwaukee: ASQ Quality Press, 2001.

Macinnes, Richard. *The Lean Enterprise Memory Jogger Desktop Guide: Create Value and Eliminate Waste Throughout Your Company*. Salem, NH: Goal/QPC Inc., 2003.

**Marchwinski, Chet, and John Shook. *Lean Lexicon*. Brookline, MA: The Lean Enterprise Institute, 2003.

**Pande, Peter, Robert Neuman, and Roland Cavanagh. *The Six Sigma Way Team Fieldbook: An Implementation Guide for Process Improvement Teams*. New York: McGraw-Hill, 2002.

**Rooney, James, T.M. Kubiak, Russ Westcott, R. Dan Reid, Keith Wagoner, Peter Pylipow, and Paul Plsek, "Building From the Basics: 7 Essential Quality Tools." *Quality Progress* 42, no. 1 (January 2009): 18-29.
<http://www.asq.org/quality-progress/2009/01/basic-quality/building-from-the-basics.html>

Trusko, Brett, Carolyn Pexton, H. James Harrington, and Praveen Gupta. *Improving Healthcare Quality and Cost with Six Sigma*. Upper Saddle River, NJ: FT Press, 2007.

Womack, James and Daniel Jones. *Lean Solutions: How Companies and Customers Can Create Value and Wealth Together*. New York: Free Press, 2005.

Womack, James, and Daniel Jones. *Lean Thinking : Banish Waste and Create Wealth in Your Corporation*. New York: Free Press, 2003.

Wheeler, Donald. *Understanding Variation: The Key to Managing Chaos*. SPC Press, Inc., 1999.

Websites:

**American Society for Quality: www.asq.org

**Chi Solutions, Inc: www.chisolutionsinc.com

Articles posted in the Knowledge Center section:

- "Using Spaghetti Diagrams to Improve Process Flow," Anne T. Daley, MS, CMQOE, CSBB, October 2009.
- "Improved Outreach Collections Through Lean Six Sigma," Kathleen A. Murphy, PhD, April 2009.
- "Using Lean 5S to Streamline Your Workplace," Hans Froehling, PhD, CMBB, April 2009.
- "Laboratory Space Planning and Facility Design - Preplanning Activities Before You Call the Architect and Contractor," Wayne Mercer, PhD, March 2009.
- "Process Mapping - A Key First Step in Process Improvement," Hans Froehling, PhD, CMBB, February 2009.
- "Lean Six Sigma: The Basics," Hans Froehling, PhD, CMBB, October 2008.

International Society of Six Sigma Professionals: www.issssp.com

Lean Enterprise Institute: www.lean.org

*Note: I marked my personal favorites with stars***