

# Six Sigma Study Guide

<u>Description</u>	<u>Chapter</u>
Reference Guide Index.....	0
Deployment Planning Workbook .....	1
Six Sigma Performance .....	2
Roles & Responsibilities .....	3
Project Charter .....	4
Project Team Selection .....	5
Cost of Poor Quality .....	6
Customer Focus .....	7
Process Mapping .....	8
Value Stream Mapping .....	9
Project Management.....	10
Team Leadership & Facilitation Techniques .....	11
Change Management .....	12
Rationalization of a Process .....	13
Basic Probability .....	14
Characterizing a Defect & Defect Worlds .....	15
Central Tendency Measures .....	16
Common & Special Cause .....	17
DPU, DPMO, & Z .....	18
Complexity & Throughput Yield .....	19
Populations and Samples.....	20
Sampling & Sample Sizes.....	21

# Six Sigma Study Guide

<u>Description</u>	<u>Chapter</u>
Data Collection Planning .....	22
Interview Techniques .....	23
Customer Surveys .....	24
Benchmarking .....	25
MSA: Gauge & Attribute R & R .....	26
Central Limit Theorem .....	27
Histogram .....	28
Input & Output Variables .....	29
Cause & Effect Diagrams .....	30
Characteristic Selection Matrix .....	31
Pareto Charts .....	32
Quality Function Deployment (QFD).....	33
Failure Mode & Effect Analysis .....	34
Frequency Distributions .....	35
Data Transformation .....	36
Normal Distributions .....	37
Normality Testing .....	38
Binomial Distributions .....	39
Poisson Distributions.....	40
Z Distribution .....	41
Process Variability.....	42
Measures of Variability .....	43

# Six Sigma Study Guide

<u>Description</u>	<u>Chapter</u>
Process Capability Measures .....	44
Shift & Drift .....	45
Hypothesis Testing .....	46
Sample Means $t$ Test .....	47
Sample Variances F Test .....	48
Z Test .....	49
Scatter Plots.....	50
Regression.....	51
Binary Logistic Regression .....	52
Chi-Square .....	53
Analysis of Variance (ANOVA) & Means (ANOM) .....	54
Historical DOE .....	55
Design of Experiment (DOE).....	56
Control Charts .....	57
Lean Enterprise and Theory of Constraints (TOC) .....	58
Project Closure .....	59
Fault Tree Analysis.....	60
MS Excel Statistical Functions .....	97
Study Guide Answer Key .....	98
Six Sigma Glossary .....	99