Contents

Preface to the Second Edition  ix
Preface to the First Edition xiii
Acknowledgments xv
About the Authors xvii

PART ONE  BACKGROUND  1
Chapter 1  Introduction  3
Chapter 2  Six Sigma and Visual Six Sigma  7
Chapter 3  A First Look at JMP  27
Chapter 4  Managing Data and Data Quality  67

PART TWO  CASE STUDIES  101
Chapter 5  Reducing Hospital Late Charge Incidents  103
Chapter 6  Transforming Pricing Management in a Chemical Supplier  157
Chapter 7  Improving the Quality of Anodized Parts  223
Chapter 8  Informing Pharmaceutical Sales and Marketing  297
Chapter 9  Improving a Polymer Manufacturing Process  345
Chapter 10  Classification of Cells  437

PART THREE  SUPPLEMENTARY MATERIAL  509
Chapter 11  Beyond “Point and Click” with JMP  511

Index  539