



charts to hypothesis testing and experiment design. Drawing on their extensive experience consulting on Six Sigma and leading major Lean and quality initiatives, Gitlow and Melnyck offer up-to-date coverage of: What Six Sigma can do, and how to manage it effectively Six Sigma roles, responsibilities, and terminology Running Six Sigma programs with Dashboards and Control Charts Mastering each DMAIC phase: Define, Measure, Analyze, Improve, Control Understanding foundational Six Sigma statistics: probability, probability distributions, sampling distributions, and interval estimation Pursuing Six Sigma Champion or Green Belt Certification, and more This guide will be an invaluable resource for everyone who is currently involved in Six Sigma implementation, or plans to be. It's ideal for students in quality programs; "Green Belts" who project manage Six Sigma implementations, "Black Belts" who lead Six Sigma teams; "Champions" who promote and coordinate Six Sigma at the executive level; and anyone seeking Six Sigma certification. BANTAM is the first modeling language specifically designed for applications in Biometrics and Token Technology. It represents a significant step forward for the design and implementation of biometric and related technology applications in that: - it is very simple to learn and use; - it offers a consistent system of documentation and a clarity of presentation which make the accurate description of user requirements much easier; - it provides a complete methodology for managing the project from original business case, through procurement and implementation, to subsequent training and support. "The User Guide" provides much more than just a guide to the Bantam methodology: readers will also find lots of good advice on program management in general and will gain an insight into designing biometric and related applications. It will be essential reading for anyone who is serious about biometrics and related technologies, including governmental/corporate end-users, systems integrators, biometric vendors, application developers and device manufacturers. It will also be useful background reading for advanced students and IT and management consultants. Reviews of Julian Ashbourn's first book: "Biometrics: Advanced Identity Verification": "You could attend a dozen conferences and not come away with the kind of overview presented in this new book". Dave Mintie, Connecticut Department of Social Services " a highly readable, entertaining guidebook that should serve as a welcome companion for anyone who must promote, explain, justify, or control an organization's transition to biometric technology." Richard Norton, Executive Director, International Biometrics Industry Association

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