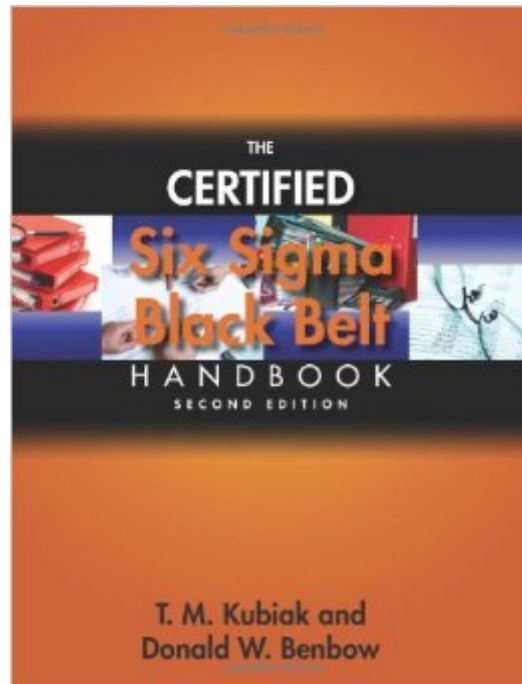


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# The Certified Six Sigma Black Belt Handbook, Second Edition



## Synopsis

This second edition has been updated and revised to reflect the most recent Six Sigma techniques, and to match the ASQ Certified Six Sigma Black Belt Body of Knowledge (BOK). While the primary audience for this work is the individual preparing to sit for the Six Sigma Black Belt certification examination, a secondary audience for the handbook is the quality and Six Sigma professional who would like a relevant Six Sigma reference book. With this audience in mind, the authors have greatly expanded the appendices section to include: The 2001 Body of Knowledge, so that readers can compare changes and perhaps offer recommendations to future bodies of knowledge Statistical tables completely redeveloped using a combination of Microsoft Excel and Minitab 15 A table for control constants expanded to now include virtually all control constants Tables for both cumulative and non-cumulative forms of the most useful distributions, including binomial, Poisson, and normal Additional alpha values in tables An expanded glossary, with more terms relating to lean A second glossary of the most common Japanese terms used by quality and Six Sigma professionals

## Book Information

Hardcover: 648 pages

Publisher: ASQ Quality Press; 2 edition (January 7, 2009)

Language: English

ISBN-10: 0873897323

ISBN-13: 978-0873897327

Product Dimensions: 1.8 x 7 x 10 inches

Shipping Weight: 3.4 pounds (View shipping rates and policies)

Average Customer Review: 3.6 out of 5 stars [See all reviews](#) (42 customer reviews)

Best Sellers Rank: #142,930 in Books (See Top 100 in Books) #33 in [Books > Business & Money > Management & Leadership > Quality Control & Management > Six Sigma](#) #61 in [Books > Business & Money > Management & Leadership > Quality Control & Management > Total Quality Management](#) #102 in [Books > Business & Money > Management & Leadership > Quality Control & Management > Quality Control](#)

## Customer Reviews

A better title would be "The Certified 0.5 Sigma White Belt Handbook". I recently purchased this book to study for the ASQ Certified Six Sigma Black Belt exam, and have already found errors in 2 of the 3 problems I have reviewed! I guess 3.4 DPMO doesn't apply to books???? The authors should be embarrassed; so should ASQ.p. 263 shows a Chi-Square test statistic of 377.5, yet it says

not to reject the null hypothesis since the test statistic is  $< 12.592$ . If you put the data into Minitab and/or Excel (I did both), you see that the stat is actually 1.705. p. 241 states that  $\text{Chi-Square}(0.025, 35) = 53.203$  AND  $\text{Chi-Square}(0.975, 35) = 53.203$ . Nice trick. Actually, the last one is  $= 20.569$ . That correct number (20.569) is used below in the 95% CI calc, but seeing those two values equal to one another throws you for a loop. It's silly, careless problems like this that are inexcusable in a quality handbook. In a twisted way, it does help you study, since you are forced to work through the problems to find the error. What I am more concerned about, however, is that this sloppiness might also be in the more qualitative portions of the book, i.e. Enterprise Wide Deployment, Team Management, etc. Update, 3/16/11 Passed my CSSBB exam! Quality Council of Indiana Primer and test cd were used for 95%+ of my studying - I'd highly recommend them if you are taking the ASQ CSSBB exam. I used this book to get the "Cliff's Notes" version of the BoK, as the coverage is skimpy at best for many topics. This book is laid out EXACTLY as the BoK is, so it is easy to find your way around. And, in an effort to be charitable, there are some well laid-out summary tables that you can photocopy and use for the exam.

Before I tell you not to buy this book, let me give you a little bit of background concerning the efficacy of using this particular text. I studied and passed my ASQ green belt exam in Dec 2008 on the first try. I borrowed the first edition of this book (yes, the Black Belt handbook) to study for the green belt exam, and found over 80 errors in math and logic in the examples while studying. I actually over studied for the exam, because I knew I would be taking the Black Belt exam later. By using Breyfogles second edition, the Black Belt Memory Jogger, George's Toolkit paperback, Juran's fifth edition, and the QCI Primer, I was able to overcome the deficiencies of this edition, supposedly ASQ's "flagship" text for preparing for the CSSBB Exam. Next up was the real test, the Black Belt exam scheduled for Oct 2009. I read that ASQ was coming out with a second edition of this book in late spring 2009, so I waited till it came up on ASQ's website, and immediately ordered it, thinking that all those errors would be mopped up and I would have a really good reference for the ASQ CSSBB exam. Well, it was not to be. As other contributors here have already reported, the second edition was rife with errors again, about 35 or so and counting. Everything from numerical miscalculations, to entire statements being stated backwards, and incorrect. Fortunately I had my other references I mentioned above, and passed the Black Belt exam, no problem. Fast forward to today, August 14, 2012. Am preparing to re-certify for the ASQ CSSBB exam, and once again pulled out this second edition along with my other references. I work for a small company and was instrumental in launching Six Sigma initiatives in it three years ago, so I have gained a lot of book

and practical experience since.

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