



Six Sigma & Quality Management

The "Quality Revolution" swept the organizational world two decades ago. In 1999, General Electric attributed its great financial success in large part to its quality effort, "Six Sigma." The quality movement still runs strong. Our Thought Leaders are among the top thinkers and consultants in this area.

Subir Chowdhury: Mr. Chowdhury is a world renowned, award-winning author and consultant in the quality field. His newest book *The Power of Six Sigma* was released in April and was on Amazon.com's best sellers list the first week of production. He is also the lead-author of *Management 21C: Someday We'll All Manage This Way* a leading business book of Financial Times-Prentice Hall. Mr. Chowdhury received the prestigious Automotive Hall of Fame and numerous other international awards for his leadership in quality management. The Society of Automotive Engineers awarded him its most prestigious recognition, the Henry Ford II Distinguished Award for Excellence. He also received the U.S. Congressional Recognition from the United States Congress and Certificate of Commendation from the Governor of the State of Michigan.

George Labovitz: George Labovitz, Ph.D. is an international authority on Quality Management. He is the author of *Making Quality Work* (Harper) and *The Power of Alignment* (Wiley & Sons). He has published or contributed to management articles in *Fortune*, *The Wall Street Journal*, *Quality Progress* and *Quality Management in Healthcare*. He is the founder of Organizational Dynamics, Inc. a leading provider of management and quality improvement training and consulting to major corporations, government agencies and healthcare organizations. Clients include: Federal Express, General Electric, British Airways, Volkswagen, Philips, American Express, CSX, Proctor and Gamble, AT&T, NASA, US Coast Guard, US Air Force and the US Postal Service. ODI has provided Continuous Quality Improvement services to over 240 medical centers in the US and Europe. Dr. Labovitz has presented keynote addresses on quality and organizational alignment to world congresses on quality in Singapore and Euro-Disney as well as to the executive management of many of ODI's clients, which include 12 of Fortune's top 20 companies. He is also a professor of management at the Boston University School of Management where he received the Metcalf Cup and Prize awarded to the outstanding teacher from among the University's 2500 member faculty.

Shin Taguchi: Mr. Taguchi is the world's expert in quality engineering, product/process optimization, and robust design techniques, known as Taguchi Methods. As President of American Supplier Institute (ASI), an internationally recognized training and consulting organization, dedicated to improving the competitive position of industries, over the last seventeen years, Mr. Taguchi has trained more than 25,000 engineers around the world. Mr. Taguchi has been featured in the media through a number of national and international forums, including Fortune Magazine and Actionline. His client list includes: Ford Motor Company, General Motors, Delphi Automotive Systems, DaimlerChrysler, ITT, Kodak, Lexmark, Goodyear Tire & Rubber, General Electric, Miller Brewing, The Budd Company, Westinghouse, NASA, Texas Instruments, and Xerox Corporation.