Six Sigma Software Development, Second Edition

Christine B. Tayntor

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Even though Six Sigma programs have successfully been implemented in practice, many IT departments remain skeptical of the process or are unaware of how the tools can be used to improve system development. Removing the mystique surrounding this technique, Six Sigma Software Development, Second Edition demonstrates how Six Sigma tools and concepts can be used to enhance the system development process.

Revised and updated, this second edition clearly explains Six Sigma concepts and their application, maps Six Sigma concepts and tools to all aspects of system development, and proposes the use of Six Sigma tools to evaluate and improve the overall performance of the IT department. In addition to classic Six Sigma, the book introduces Design for Six Sigma (DFSS) and illustrates when and how its tools and techniques can be used to increase the robustness and reliability of a new system. It also shows how the judicious application of lean tools can reduce the complexity of IT processes, thus shortening the time needed to translate customer requirements into completed systems and increasing customer satisfaction.

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