The Six Sigma Memory Jogger II

Reviewed by Paul Harmon

The Six Sigma Memory Jogger is a 3" by 5.5" spiral bound booklet that you can easily fit into a suit jacket pocket. It was first published in 1994 and updated in 2002. The Table of Contents divides the material into 42 topics, as follows:

- Six Sigma Overview
- DMAIC
- Activity Network Diagram (AND)
- Affinity Diagram
- Brainstorming
- Cause & Effect/Fishbone Diagram
- Charter
- Commitment Scale
- Communication Plan
- Control Charts
- Critical To Quality (CTQ) Tree
- Data Collection
- Data Points
- Design of Experiments (DOE)
- Failure Mode and Effects Analysis (FMEA)
- Flowchart
- Focused Problem Statement
- Histogram
- Hypothesis Testing
- Interrelationship Digraph
- Involvement Matrix
- Kano Model
- Matrix Diagram
- Management Systems Analysis (MSA)
- Operational Definitions
- Pareto Chart
- Prioritization Matrices
- Process Management Chart
- Process Sigma
- Regression
- Run Chart
- Scatter Diagram
- SIPOC
- Six Sigma Storyboard
- Taguchi Loss Function
- Tollgate Review
- Tree Diagram
- Voice of the Customer (VOC)
- $y = f(x)$ Formula.

Each of the topics is about 10 pages long and is, in turn, subdivided into 1-2 page subtopics. There are figures or charts on every other page. The section on Control Charts, for example, is subdivided as follows:

- Why use it?, What does it do?, How do I do it? (a decision table)
- Constructing Control Charts, (3 Tips)
- (Table of Constraints)
- Interpreting Control Charts, (4 Tips)
- Determining if Your Process is "Out of Control," (a Control diagram)

Thus Control Charts in 11 pages. In other words, this small volume contains an incredible amount of information, very succinctly organized. Scattered throughout the volume are Tips that offer 1-3 sentences of very practical advice on how to apply whatever concept or tool is being discussed.

I picked up this little booklet at a conference, almost without thinking, and have since found it indispensable as a quick way to check any Six Sigma term or concept I come across. I can imagine that it would become a indispensable item for any green or black belt. Let's face it, there's a lot of jargon associated with Six Sigma. And there are a lot of statistical measures. Some you use all the time and memorize. Others are only used occasionally, and its easy to forget or confuse the less commonly used terms. And, of course, it is impossible to memorize the various statistical tables. The little booklet makes it all available in a neat package that you can easily carry with you wherever you go.

You can buy the Memory Jogger II from Amazon or another bookstore, but I suggest you visit the publisher's website: www.goalqpc.com. They sell a variety of other memory joggers, including a Project Management Jogger, a Lean Enterprise Memory Jogger and The Design for Six Sigma Memory Jogger. Depending on your concerns, you might well find one of these other joggers even better. I haven't looked at them, but the one I have looked at is really excellent, and I fully intend to investigate some of the others.