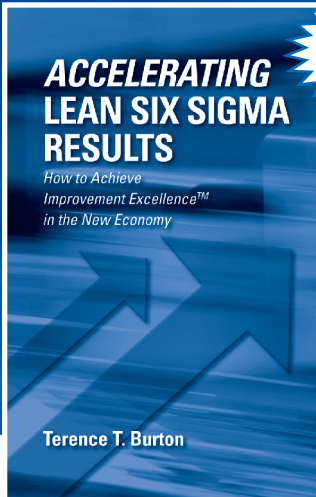


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About the Author

Terence T. Burton is President of The Center for Excellence in Operations, Inc. (CEO), a management consulting firm headquartered in Bedford, New Hampshire with offices in Munich, Germany. Terry has over 35 years of experience in operations, quality, engineering, supply chain management, distribution and logistics, maintenance and repair, customer service, finance, and sales/marketing. He is co-author of five other books, including *The Lean Extended Enterprise* and *Six Sigma for Small and Mid-Sized Organizations*.

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Accelerating Lean Six Sigma Results Table of Contents

PART I: ACCELERATING LEAN SIX SIGMA RESULTS—THE C-LEVEL VIEW	Chapter 8: Accelerator #5: Launching with the Best in Mind
Chapter 1: Improvement Excellence™: The Missing Factor	Chapter 9: Accelerator #6: Provide Strong, Extensive Mentoring Support
Chapter 2: Scalable Improvement 2010 and Beyond: Rapid Deployment and Rapid Results	Chapter 10: Accelerator #7: DMAIC the Deployment Process Regularly
Chapter 3: Lean Six Sigma Accelerators	Chapter 11: Accelerator #8: Accelerate Individual Project Paths
PART II: HOW TO ACHIEVE RAPID RESULTS WITH THE 10 LEAN SIX SIGMA ACCELERATORS	Chapter 12: Accelerator #9: Complete the C in DMAIC
Chapter 4: Lean Six Sigma Accelerator #1: Strategic Leadership and Vision	Chapter 13: Accelerator #10: Practice Concurrent Continuous Deployment
Chapter 5: Accelerator #2: Robust Deployment Planning	PART III: NEXT GENERATION LEAN SIX SIGMA: THE INTERSECTION OF LEADERSHIP, INNOVATION, AND ENABLING TECHNOLOGY
Chapter 6: Accelerator #3: Provide Customized Education and Development	Chapter 14: Greatest Opportunities: Transactional Business Process Improvement
Chapter 7: Accelerator #4: Communicate, Communicate, Communicate	Chapter 15: The Intersection of Leadership, Improvement, and Technology
	Index

For a more detailed table of contents, please visit www.jrosspub.com

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