

“Right the First Time in All Aspects of Our Business”

WHY?

- Do a superb job for our customers by all exhibiting “customer-centric” behavior
- Drive continuous improvement with informed risk taking
- Drive to eliminate non-value-added waste

HOW?

- Through learning, exhibiting belief in, and leadership use of Six Sigma tools (*Lean; DMAIC—Define, Measure, Analyze, Improve & Control; DFSS—Design For Six Sigma; DigitalWorks; TAS—Target Account Selling model*)
- Apply Six Sigma learning in all of our processes from customer order to payment



Jack Bolick
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