Introduction

If you are a supervisor, team leader or manager and you're looking for ways to improve the quality and efficiency of your team's work, then this book is for you.

The *One Bite at a Time* approach has been used by thousands of people in organizations as diverse as a corporate bank and a regional hospital. These organizations have seen service improvements of over 50 per cent and productivity gains worth tens, and even hundreds, of thousands of dollars – identified and implemented by those who actually do the work. Whether you are a small-business owner, a supervisor in a large corporation or anything in between, if you have a team of people working for you, you can benefit from using this approach.

One Bite at a Time is based on Six Sigma, a very popular quality and management improvement methodology. Since it was developed at Motorola in the mid-1980s, Six Sigma has been used by many of the world's largest and most profitable companies, such as GE, DuPont, Ford and Honeywell. However, you don't have to be a multi-national corporation with a multi-million-dollar budget to benefit from Six Sigma.

One Bite at a Time removes the complexity that can surround large-scale Six Sigma programs. It combines the Six Sigma five-step improvement model with a few simple tools used in Six Sigma and elsewhere. The result is an easy but remarkably effective method for managers at all levels to use with their people to find better ways of doing their jobs.

It doesn't matter if you've never heard of Six Sigma: you'll learn all you need to know in this book. On the other hand, if you are familiar with Six Sigma, you'll notice that *One Bite at a Time* places much less emphasis on statistical analysis and is more focused on getting something done on a smaller scale in a relatively short time.

In the end, management is about getting the most out of your team. As you'll learn from this story, *One Bite at a Time* can help you do this in a simple yet powerful way.