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Lean Six Sigma for Service: How to Use Lean Speed and Six Sigma Quality to Improve Services and Transactions

By Michael L. George

McGraw-Hill Education - Europe. Hardback. Book Condition: new. BRAND NEW, Lean Six Sigma for Service: How to Use Lean Speed and Six Sigma Quality to Improve Services and Transactions, Michael L. George, "How do I apply Lean Six Sigma in my service organization?" This is a question many executives and managers are asking. With all the emphasis on using Lean Six Sigma in manufacturing environments, the need for a clear methodology for implementing these major quality improvement initiatives in service functions has been mainly overlooked - until now. "Lean Six Sigma for Service" provides a service-based approach, explaining how companies of all types can cost-effectively translate manufacturing-oriented Lean Six Sigma tools into the service delivery process. Six Sigma expert Michael George reveals how easy it is to apply relatively simple statistical and Lean tools that will reduce costs and achieve greater speed in service processes. It's no secret that service functions have a harder time applying Lean and Six Sigma principles. The manufacturing roots of these initiatives have made it unclear how to apply these tools to services; this book effortlessly makes that translation. Here, for the first time, you'll read about how classic Lean tools such as "Pull systems" and...



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