

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



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## LEAN SIX SIGMA FOR SERVICE: HOW TO USE LEAN SPEED AND SIX SIGMA QUALITY TO IMPROVE SERVICES AND TRANSACTIONS

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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 "setup reduction" are being used in procurement, call centers, surgical suites, government offices, R&D, and much more. You'll see why services are full of waste--and ripe for the benefits of Lean Six Sigma. This book provides real-world examples from situations where the critical determinants of quality and speed are the flow of information and the interaction between people. The numerous case studies demonstrate how Lean Six Sigma can be used in service organizations just as effectively as in manufacturing - and with even faster results. You'll discover how to: integrate Lean and Six Sigma and apply them side by side;...



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