Lean Six Sigma Service: A Guide to Greenbelt Certification and Bottom Line Improvement (Hardback)

By Gerald Taylor

J Ross Publishing, United States, 2009. Hardback. Book Condition: New. 226 x 157 mm. Language: English . Brand New Book. Over the past couple of decades, growth in the number of new service and not-for-profit organizations has out-paced manufacturing in the global economy. Six Sigma and Lean, two of the most successful initiatives for improving quality and productivity rooted in the manufacturing sector, are now needed by organizations in the non-manufacturing sectors of the economy. With the ever-growing demands of customers, ensuring quality and productivity in service organizations as a distinctive core competence is becoming essential to achieving a competitive advantage and maintaining customer loyalty for long-term survival.Current books on Lean Six Sigma for service or transactional organizations either require a significant technical background, or are rather conceptual in nature and lack the detail of the tools, how to use them, and the practical skill-building exercises needed to give readers the ability to actually implement Lean Six Sigma in their organizations. This book fills the void. Written for the typical business professional, Lean Six Sigma Service Excellence effectively translates the concepts of Lean Six Sigma from a manufacturing environment to a service delivery environment. It is a user friendly guide...

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