



Six Sigma For IT Management - A Pocket Guide

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Summary : Free six sigma for it management - a pocket guide pdf download - six sigma provides a quantitative methodology of continuous process improvement and cost reduction by reducing the amount of variation in process outcomes the production of a product be it a tangible product like a car or a more abstract product like a service consists of a series of processes all processes consist of a series of steps events or activities six sigma measures every step of the process by breaking apart the elements within each process identifying the critical characteristics defining and mapping the related processes understanding the capability of each process discovering the weak links and then upgrading the capability of the process it is only by taking these steps that a business can raise the high-water mark of its performance it is now a fundamental part of business and business processes this book demonstrates how it can be made to work as an enabler to better business processes and how the six sigma approach can be used to provide a consistent framework for measuring process outcomes itil defines the what of service management six sigma defines the how of process improvement together they are a perfect fit of improving the quality of it service delivery and support the six sigma approach also provides measures of process outcomes and prescribes a consistent approach in how to use these metrics this pocket guide provides a coherent view and guidance for using the six sigma approach successfully in it service organisations it particularly aims to merge itil and six sigma into a single approach for continuous improvement of it service organizations

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