



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

By Gerald Taylor

J Ross Publishing, United States, 2009. Hardback. Condition: New. 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 to successfully implementing Lean Six...



READ ONLINE
[8.79 MB]

Reviews

Certainly, this is actually the very best job by any author. It really is rally exciting through studying time. You may like how the blogger write this pdf.
-- **Rudolph Jones MD**

Completely essential go through ebook. I was able to comprehended almost everything using this created e pdf. You will not sense monotony at anytime of your time (that's what catalogs are for relating to if you request me).
-- **Timmothy Schulist**