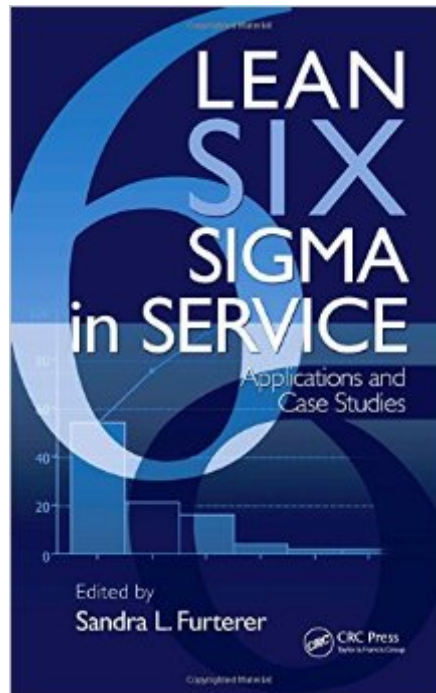


The book was found

Lean Six Sigma In Service: Applications And Case Studies



Synopsis

In real life, data is messy and doesn't always fit into normal statistical distributions. This is especially true in service industries where the variables are, well, variable and directly related to and measured by the constantly changing needs of customers. As the breadth and depth of tools available has increased across the integrated Lean Six Sigma landscape, their integrated application has become more complex. Filled with case studies using real-world data, *Lean Six Sigma in Service: Applications and Case Studies* demonstrates how to integrate a suite of tools to make sense of an unstructured problem and focus on what is critical to customers. Using a clean, clear writing style that is not overly technical, the author describes the Six Sigma DMAIC (Define-Measure-Analyze-Improve-Control) and Design for Six Sigma IDDOV (Identify-Define-Design-Optimize-Validate) problem solving approaches and how they can be applied to service and transaction-related processes. The case studies illustrate the application of Lean Six Sigma tools to a wide variety of processes and problems including, but not limited to financial process improvement, designing a recruiting process, managing a college's assets, and improving educational processes. Examples of tools include Pareto analysis, cause and effect analysis, failure mode and effects analysis, statistical process control, SIPOC, process flow charts, project management tools, cost of quality analysis, and Lean tools, such as 5S, 8 wastes, and the 5 whys. Ultimately, the Lean Six Sigma team must show improvement against the metrics that assess customer satisfaction. This book includes strategies for integrating Lean Six Sigma tools into measurable improvement processes and eliminating the root causes of problems. With its inclusion of case studies and an alternative approach to the material, the book provides an instant understanding of how others have successfully applied Lean Six Sigma tools. This understanding then translates into processes that can be applied to any service organization.

Book Information

Hardcover: 468 pages

Publisher: CRC Press (May 20, 2009)

Language: English

ISBN-10: 1420078887

ISBN-13: 978-1420078886

Product Dimensions: 6.1 x 1.1 x 9.2 inches

Shipping Weight: 1.6 pounds (View shipping rates and policies)

Average Customer Review: 4.0 out of 5 stars Â Â See all reviews Â (1 customer review)

Best Sellers Rank: #724,452 in Books (See Top 100 in Books) #192 in Books > Engineering & Transportation > Engineering > Industrial, Manufacturing & Operational Systems > Quality Control #376 in Books > Engineering & Transportation > Engineering > Industrial, Manufacturing & Operational Systems > Industrial Design #438 in Books > Engineering & Transportation > Engineering > Industrial, Manufacturing & Operational Systems > Manufacturing

Customer Reviews

The book meets my expectations as it gives a methodological approach to defining and solving a six-sigma problem. The only remark I have is that it would have been perfect had it added the VOC survey documents and the results of the surveys, instead of just enumerating the guideline points of the surveys, and just summaries of the results. However it has allowed me to grasp in a concrete way the Lean Six-sigma approach to problem solving.

[Download to continue reading...](#)

Lean Six Sigma: A CASE STUDY IN PHARMACEUTICAL INDUSTRY - IMPROVEMENT OF MANUFACTURING OPERATIONS THROUGH A LEAN SIX SIGMA APPROACH. Lean Six Sigma in Service: Applications and Case Studies The Seventh Plague: A Sigma Force Novel (Sigma Force Novels) The Bone Labyrinth: A Sigma Force Novel (Sigma Force Series Book 11) Intermittent Fasting: Everything You Need to Know About Intermittent Fasting For Beginner to Expert - Build Lean Muscle and Change Your Life (Lean Lifestyle, Lean Muscle, Lose Fat) Next Generation SOA: A Concise Introduction to Service Technology & Service-Oriented Architecture (The Prentice Hall Service Technology Series from Thomas Erl) Six Sigma de un Vistazo: Guía para obtener un 99,99966% de eficiencia (Spanish Edition) George Eliot Six Pack - Middlemarch, Daniel Deronda, Silas Marner, The Lifted Veil, The Mill on the Floss and Adam Bede (Illustrated with links to free ... all six books) (Six Pack Classics Book 8) Lean in 15: 15-Minute Meals and Workouts to Keep You Lean and Healthy Lean for Long-Term Care and Aging Services: Lean for Long-Term Care and Aging Services Summary - Lean In: Sheryl Sandberg - Women, Work, and the Will to Lead - A Complete Summary (Lean In: A Complete Summary - Paperback, Audiobook, Audible, Hardcover, Book, Summary, 15 for Graduates) The Power Of Intermittent Fasting: Discover Effortless Abs Diet giving you greater Mental toughness, quick Fat Loss and no Cardio, enabling Lean Muscle-Building!: Abs workout for lean belly included! The Lean Toolbox: The Essential Guide to Lean Transformation Case Studies In Nursing Ethics (Fry, Case Studies in Nursing Ethics) Nursing Case Studies: 15 Med Surg Case Studies with Rationales The New Abs Diet for Women: The Six-Week Plan to Flatten Your Stomach and Keep You Lean for Life The Abs Diet: The Six-Week Plan to Flatten Your

Stomach and Keep You Lean for Life The Turn of the Screw: A Case Study in Contemporary Criticism (Case Studies in Contemporary Criticism) LIST SERIES: JAMES ROLLINS: SERIES READING ORDER: SIGMA FORCE BOOKS, THE BANNED AND THE BANISHED BOOKS, GODSLAYER BOOKS, JAKE RANSOM BOOKS, TUCKER WAYNE BOOKS, STANDALONE NOVELS BY JAMES ROLLINS Atoms Under the Floorboards: The Surprising Science Hidden in Your Home (Bloomsbury Sigma)

[Dmca](#)