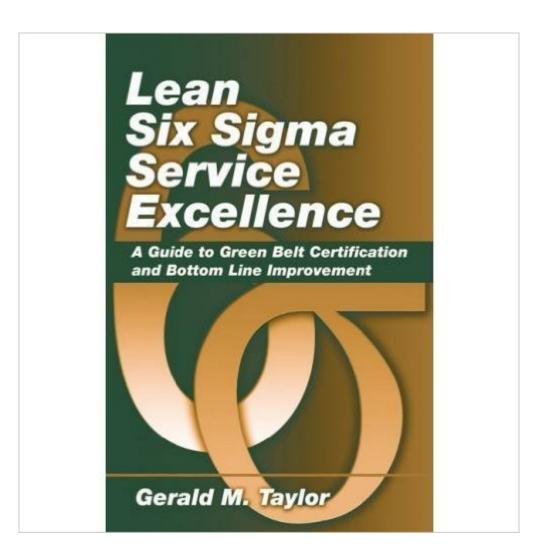
The book was found

# Lean Six Sigma Service Excellence: A Guide To Green Belt Certification And Bottom Line Improvement





## Synopsis

Despite roots in manufacturing, Six Sigma and Lean, two of the most successful initiatives for improving quality and productivity, are now needed by service and other non-manufacturing firms to meet the ever-growing demands of customers for long-term survival. Written for executives and managers of service and transactional organizations, this book is a practical, user-friendly guide to successfully implementing Lean Six Sigma practices in these types of businesses, and also serves as an inexpensive path to Green Belt certification. Lean Six Sigma Service Excellence emphasizes how productivity can be used as a distinctive competency for achieving and maintaining a competitive advantage in non-manufacturing environments. KEY FEATURES -Provides an overview of Lean Six Sigma concepts, principles and tools and step-by-step guidance on how to apply each of the relevant tools to practical situations -Defines the properties of a well-designed service process management system and all factors, activities, events and requirements that make it work well -Explains how to construct a performance measurement system and develop an effective dashboard of key performance indicators for a service organization -Includes real-world examples and practical skill-building exercises to develop your competencies -WAV offers free downloadable project management and performance excellence system assessment tools, several Six Sigma planning and analysis templates, and control chart selection, construction and analysis exercises available from the Web Added Value Download Resource Center at jrosspub.com

## **Book Information**

Hardcover: 312 pages Publisher: J. Ross Publishing; 44184th edition (October 17, 2008) Language: English ISBN-10: 1604270063 ISBN-13: 978-1604270068 Product Dimensions: 6.2 x 0.9 x 9 inches Shipping Weight: 1.2 pounds (View shipping rates and policies) Average Customer Review: 4.7 out of 5 stars Â See all reviews (3 customer reviews) Best Sellers Rank: #609,126 in Books (See Top 100 in Books) #119 in Books > Business & Money > Management & Leadership > Quality Control & Management > Six Sigma #429 in Books > Business & Money > Industries > Service #604 in Books > Business & Money > Management & Leadership > Production & Operations

## **Customer Reviews**

A excellent approach. Lean Six Sigma for Service Excellence is a intuitive and steadfast and comprehensive approach to the application of LSS to Service. This applies to a array of industries. Its clear and and well presented style makes it a useful teaching and learning reference.

#### good

#### As described

#### Download to continue reading...

Lean Six Sigma: and Lean QuickStart Guides - Lean Six Sigma QuickStart Guide and Lean QuickStart Guide (Lean Six Sigma For Service, Lean Manufacturing) Lean Six Sigma Service Excellence: A Guide to Green Belt Certification and Bottom Line Improvement LEAN: Lean Tools -5S (Lean, Lean Manufacturing, Lean Six Sigma, Lean 5S, Lean StartUp, Lean Enterprise) (LEAN BIBLE Book 3) Certified Six Sigma Green Belt Exam Secrets Study Guide: CSSGB Test Review for the Six Sigma Green Belt Certification Exam Lean Six Sigma: The Ultimate Guide To Lean Six Sigma With Tools For Improving Quality And Speed! (Lean, Six Sigma, Quality Control) Certified Six Sigma Black Belt Exam Secrets Study Guide: CSSBB Test Review for the Six Sigma Black Belt Certification Exam Lean Six Sigma: The Ultimate Beginners Guide - Learn Everything You Need To Know About Six Sigma And Boost Your Productivity! (Lean, Six Sigma, Quality Control) Lean: QuickStart Guide - The Simplified Beginner's Guide To Lean (Lean, Lean Manufacturing, Lean Six Sigma, Lean Enterprise) LEAN: Lean Bible - Six Sigma & 5S - 3 Manuscripts + 1 BONUS BOOK (Lean Thinking, Lean Production, Lean Manufacturing, Lean Startup, Kaizen) Lean Six Sigma: Value Stream Mapping: Simplified Beginner's Guide to Eliminating Waste and Adding Value with Lean (Lean, Six Sigma, Quick Start Beginner's Guide, Quality Control) Lean Six Sigma for Service : How to Use Lean Speed and Six Sigma Quality to Improve Services and Transactions Lean Six Sigma QuickStart Guide: A Simplified Beginner's Guide to Lean Six Sigma Lean Six Sigma QuickStart Guide: The Simplified Beginner's Guide to Lean Six Sigma Lean Six Sigma For Beginners, A Quick-Start Beginner's Guide To Lean Six Sigma ! - Lean Six Sigma For Beginners: A Quickstart Beginner's Guide To Lean Six Sigma Lean Six Sigma: Combining Six Sigma Quality with Lean Production Speed Six Sigma for Financial Services: How Leading Companies Are Driving Results Using Lean, Six Sigma, and Process Management The Certified Six Sigma Green Belt Handbook, First Edition The Certified Six Sigma Green Belt Handbook, Second Edition Lean Six Sigma and Minitab (4th Edition): The Complete Toolbox Guide for Business Improvement

#### <u>Dmca</u>