



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

Gerald M. Taylor

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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

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