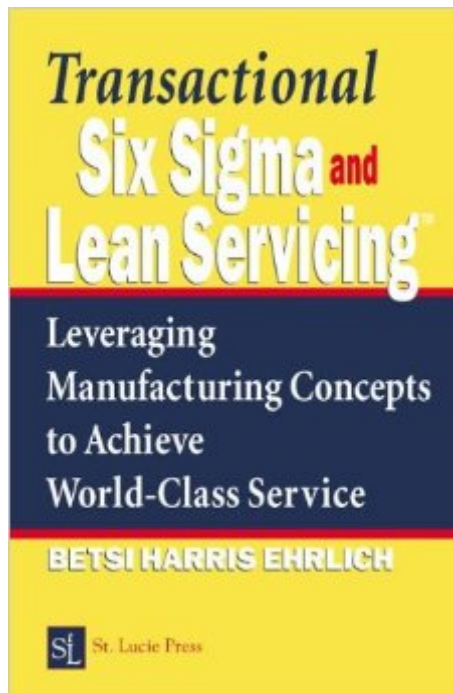


The book was found

Transactional Six Sigma And Lean Servicing: Leveraging Manufacturing Concepts To Achieve World-Class Service



Synopsis

Service industries have traditionally lagged manufacturing in adoption of quality management strategies and Six Sigma is no exception. While there are a growing number of books on applying the hot topics of Six Sigma and Lean Manufacturing concepts in a manufacturing environment, there has not been a mainstream book that applies these techniques in a service environment, until now. Transactional Six Sigma and Lean Servicing[®]: Leveraging Manufacturing Concepts to Achieve World Class Service is a ground breaking "how-to" book that serves as a practical guide for implementing Six Sigma and Lean Manufacturing methods in a transactional service oriented environment. It uses real case studies and examples to show how Six Sigma and Lean Servicing[®] techniques have been implemented and proven effective in achieving substantial documented results. Lean Servicing[®] is the author's own term used to describe the application of Lean Manufacturing concepts to transactional and service processes. Liberal use of examples, graphics, and tables will assist you in grasping the difficult concepts. Transactional Six Sigma and Lean Servicing[®] covers both theory and practical application of Lean Servicing[®], Six Sigma DMAIC and Six Sigma DFSS concepts and methods so you can implement them effectively in your service organization and achieve reduced costs and a new level of service excellence.

Book Information

Hardcover: 296 pages

Publisher: CRC Press; 1 edition (June 13, 2002)

Language: English

ISBN-10: 1574443259

ISBN-13: 978-1574443257

Product Dimensions: 6.1 x 0.7 x 9.2 inches

Shipping Weight: 1.3 pounds (View shipping rates and policies)

Average Customer Review: 3.4 out of 5 stars Â Â See all reviews Â (7 customer reviews)

Best Sellers Rank: #1,380,901 in Books (See Top 100 in Books) #153 in Â Books > Business & Money > Management & Leadership > Quality Control & Management > Lean #247 in Â Books > Business & Money > Management & Leadership > Quality Control & Management > Six Sigma #454 in Â Books > Business & Money > Industries > Manufacturing

Customer Reviews

!After having read this book in greater detail a second time I felt obligated to rewrite my review! Transactional Six Sigma and Lean Servicing is an easy read and laid exceptionally well. If

you want to learn how to apply six sigma without all the rollout hoop-la this is a good book for you. Too many of the newer books spend too much time discussing the road map of a full blown roll-out but let's face it, most of the people purchasing six sigma books are probably trying to apply the DMAIC problem solving approach on their own. If you're one of these people this book is for you. Since I work in a transactional environment, I thought the Lean Servicing portion of the book, one chapter, would contain some good tips or new insight that I could apply to my gigs, but I was disappointed. The chapter simply describes how to perform a good process analysis. However, I did enjoy the chapters (1.5 and 1.6) that discussed the history of quality and six sigma. These chapters are very well written and very, very interesting. Betsy did a masterful job describing DOE and basic statistics in simple terms. I can't believe how many times I find myself using this book as a reference tool!!

Finally, a book for the rest of us! I work for a large urban hospital who is thinking about implementing six sigma but everything that's out there is geared toward manufacturing. Ehrlich's book on transactional six sigma is exactly what our management team needs to understand how the six sigma methods can be used in our medical center. The writing is clear and understandable, the examples are great, and she takes the time to explain to those of us without a heavy statistics background the underpinnings of the statistical tools used in six sigma. As the Quality Assurance manager who has been tasked with researching the benefits of six sigma, I plan to have our entire executive staff read this book and expect them to be as enthused as I am after gaining a greater understanding of how the program works in a service organization.

I bought the book to learn about Lean Servicing. While Lean Servicing is 50% of the title, it is less than 10% of the text. Just one case study/example.

Being a certified MBB I was looking for something with more substance. A typical off the shelf book regarding Six Sigma methodology and application. I was expecting more from the lean perspective and it absolutely failed at delivering anything regarding lean processing. Just another hype to sell the lean manufacturing principle with a poor execution.

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

Transactional Six Sigma and Lean Servicing: Leveraging Manufacturing Concepts to Achieve World-Class Service
Lean Six Sigma: and Lean QuickStart Guides - Lean Six Sigma QuickStart Guide and Lean QuickStart Guide (Lean Six Sigma For Service, Lean Manufacturing) LEAN: Lean

Tools - 5S (Lean, Lean Manufacturing, Lean Six Sigma, Lean 5S, Lean StartUp, Lean Enterprise)
(LEAN BIBLE Book 3) LEAN: Lean Bible - Six Sigma & 5S - 3 Manuscripts + 1 BONUS BOOK
(Lean Thinking, Lean Production, Lean Manufacturing, Lean Startup, Kaizen) Lean: QuickStart
Guide - The Simplified Beginner's Guide To Lean (Lean, Lean Manufacturing, Lean Six Sigma,
Lean Enterprise) Lean Six Sigma: The Ultimate Guide To Lean Six Sigma With Tools For Improving
Quality And Speed! (Lean, Six Sigma, Quality Control) 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 Six Sigma for Service : How to Use Lean Speed and Six Sigma
Quality to Improve Services and Transactions 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 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 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 Six Sigma for Financial Services: How
Leading Companies Are Driving Results Using Lean, Six Sigma, and Process Management
Velocity: Combining Lean, Six Sigma and the Theory of Constraints to Achieve Breakthrough
Performance Six Sigma for Managers: 24 Lessons to Understand and Apply Six Sigma Principles in
Any Organization (The McGraw-Hill Professional Education Series) The Six Sigma Project Planner :
A Step-by-Step Guide to Leading a Six Sigma Project Through DMAIC Certified Six Sigma Green
Belt Exam Secrets Study Guide: CSSGB Test Review for the Six Sigma Green Belt Certification
Exam Certified Six Sigma Black Belt Exam Secrets Study Guide: CSSBB Test Review for the Six
Sigma Black Belt Certification Exam

[Dmca](#)