



Lean Six Sigma for Service : How to Use Lean Speed and Six Sigma Quality to Improve Services and Transactions

By Michael George

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Bring the miracle of Lean Six Sigma improvement out of manufacturing and into services

Much of the U.S. economy is now based on services rather than manufacturing. Yet the majority of books on Six Sigma and Lean--today's major quality improvement initiatives--explain only how to implement these techniques in a manufacturing environment.

Lean Six Sigma for Services fills the need for a service-based approach, explaining how companies of all types can cost-effectively translate manufacturing-oriented Lean Six Sigma tools into the service delivery process.

Filled with case studies detailing dramatic service improvements in organizations from Lockheed Martin to Stanford University Hospital, this bottom-line book provides executives and managers with the knowledge they need to:

- Reduce service costs by 30 to 60 percent
- Improve service delivery time by 50 percent
- Expand capacity by 20 percent without adding staff

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Editorial Review

From the Back Cover

"How do I apply Lean Six Sigma in my service organization?"

This is a question many executives and managers are asking. With all the emphasis on using Lean Six Sigma in manufacturing environments, the need for a clear methodology for implementing these major quality improvement initiatives in service functions has been mainly overlooked--until now.

Lean Six Sigma for Service provides a service-based approach, explaining how companies of all types can cost-effectively translate manufacturing-oriented Lean Six Sigma tools into the service delivery process. Six Sigma expert Michael George reveals how easy it is to apply relatively simple statistical and Lean tools that will reduce costs and achieve greater speed in service processes.

It's no secret that service functions have a harder time applying Lean and Six Sigma principles. The manufacturing roots of these initiatives have made it unclear how to apply these tools to services; this book effortlessly makes that translation. Here, for the first time, you'll read about how classic Lean tools such as "Pull systems" and "setup reduction" are being used in procurement, call centers, surgical suites, government offices, R&D, and much more. You'll see why services are full of waste--and ripe for the benefits of Lean Six Sigma.

This book provides real-world examples from situations where the critical determinants of quality and speed are the flow of information and the interaction between people. The numerous case studies demonstrate how Lean Six Sigma can be used in service organizations just as effectively as in manufacturing--and with even faster results. You'll discover how to:

- Integrate Lean and Six Sigma and apply them side by side
- Become a customer-centered organization
- Gain control over process complexity
- Improve response time on signature services
- Apply value-based management to project selection
- Clean up your workspace
- Develop supplier relationships

For guidance in deploying Lean Six Sigma in service organizations, reducing lead times, streamlining processes, and holding down costs, *Lean Six Sigma for Services* is the most complete, authoritative guide you can own.

"Lockheed Martin recognized that our business support processes have as much opportunity for improvement as our design and build areas. By applying Lean process speed and Six Sigma quality tools to marketing, legal, contract administration, procurement, etc. we have created a competitive advantage... The lessons learned and practical case studies contained in *Lean Six Sigma for Service* provide a road map which can create great value for customers, employees and shareholders."--Mike Joyce, Vice President, Lockheed Martin Operational Excellence

Deploy Lean Six Sigma in your service organization

Would you like to:

- Reduce your company's service costs by 30 to 60 percent?
- Improve service delivery time by 50 percent?
- Expand capacity by 20 percent--without adding staff?

If you answered yes--and who wouldn't--then this is the book for you. *Lean Six Sigma for Services* reveals how to bring the miracle of Lean Six Sigma improvement out of manufacturing and into service functions. Michael George describes the basic elements of successful deployment, including insights from corporate leaders who have already "walked the talk" to accelerate your own journey.

Filled with case studies detailing dramatic service improvements in organizations from Lockheed Martin to Stanford University Hospital, this bottom-line book provides executives and managers with the knowledge necessary to blend Lean and Six Sigma to optimize services. You'll see how Lean Six Sigma can cut costs by reducing complexity; how to utilize its tools to provide better quality service; and how you can use shareholder value to drive project selection--without needing an MBA.

About the Author

Michael L. George is founder and President of The George Group, the largest Lean Six Sigma consulting practice in the United States. He wrote the successful and influential *Lean Six Sigma*, also published by McGraw-Hill.

Users Review

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Jeffrey Martinez:

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