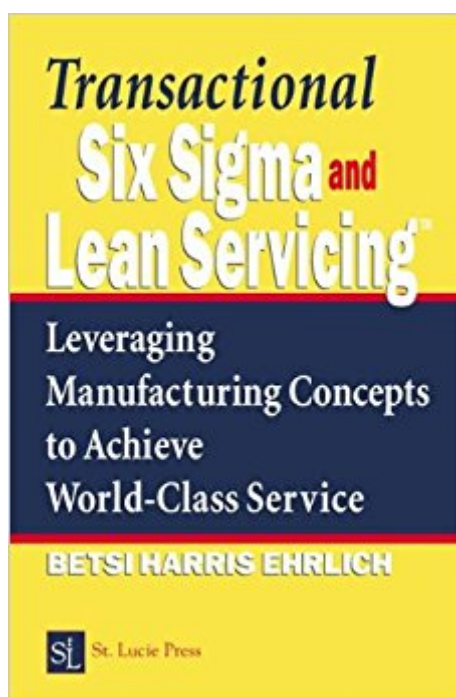


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# Transactional Six Sigma And Lean Servicing: Leveraging Manufacturing Concepts To Achieve World-Class Service



## 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

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## 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 lets 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.

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