



Lean Six Sigma for Service - Pursuing Perfect Service - Revised Edition with Over 40 Dropbox File Links to Excel Worksheets: Using a Practical Approach to Lean Six Sigma

By Rob Ptacek, Jaideep Motwani (Ph.D.)

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Lean Six Sigma for Service - Pursuing Perfect Service is a comprehensive and detailed set of instructions on how to implement Lean and Six Sigma tools and concepts in a variety of environments. This revised edition contains over 40 Dropbox file links to Excel worksheets for immediate application of the tool or concept. This book provides a solid foundation upon which Lean Sigma tools can be applied in any service organization. Service providers are continually processing daily requests and must know how to identify client needs and expectations, how to best satisfy their needs, and how to do it at the lowest possible cost. This book is a step-by-step implementation guide for continuous improvement while creating a solid foundation upon which to build a service excellence culture. Pursuing Perfect Service also provides insights and examples on how Information Technology can be used to improve data and information flow to enhance the overall client experience, while ensuring organizational profitability. This book has been arranged into four distinct parts. To transform an organization from a traditional service provider to a Lean Sigma for Service Excellence provider, it is recommended that the book be followed in order, from Part One to Part Four. However, it may be useful to review Chapter 10, Transformation Case Study, as it chronicles one company's journey using this approach or methodology. The four parts are: Part One. Setting the Foundation for Lean Sigma for Service Excellence, Part Two. Beginning the Lean Sigma for Service Excellence Journey, Part Three. Deploying the Lean Sigma for Service Excellence Improvement Process and Part Four. Putting it All Together to Achieve and Sustain Lean Sigma for Service Excellence. The Lean Six Sigma for Assessment and Gap Analysis has also been provided as a Dropbox file link to the Excel worksheet for creating a baseline for your organization. Don't go Lean without this complete book of steps for implementation, case study examples of Lean Six Sigma, and all the Excel worksheets for you to customize and use.

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