

Book:

Lean Six Sigma for Service and Healthcare

Features

The book is based on extensive scientific research, published in the business and quality management literature.

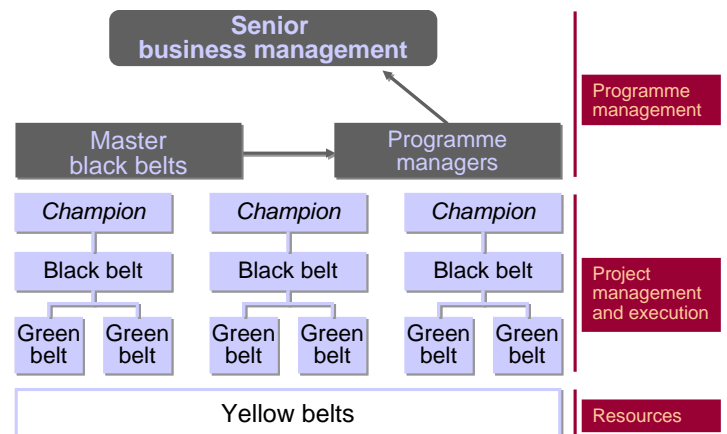
The book is to the point and practical, offering templates and roadmaps.

The first part of the book offers sufficient material for program managers and champions to coach and coordinate Lean Six Sigma projects. The second part of the book is a step by step guide for Lean Six Sigma projects at Green and Black Belt level.



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About the authors

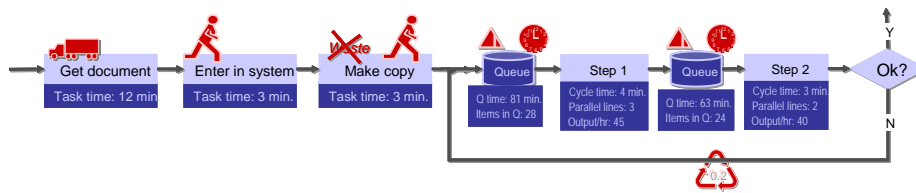
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The Institute for Business and Industrial Statistics (IBIS UvA) has a unique expertise in Lean Six Sigma. In the past 12 years, the Institute has been responsible for the implementation of Lean Six Sigma at many Dutch and international companies. Members of the institute

publish frequently in the scientific and popular literatures, and have received several awards for their research in statistics, economics and quality management.



How to order?

The book can be ordered at <http://www.beaumont.nu/english.htm> .

The book costs € 22,50 (excl. handling and packaging); credit cards are accepted.

Lean Six Sigma		
<p>Benefits</p> <ul style="list-style-type: none"> Improvements and redesign of routine tasks (manufacturing, service processes, sales, marketing, healthcare and accounting) Resulting in superior quality and efficiency 	<p>Strategic Value</p> <ul style="list-style-type: none"> Superior cost structure Competitive advantages derived from customer satisfaction Competence building in manufacturing and service delivery virtuosity 	<p>Method</p> <ul style="list-style-type: none"> Professional and science-like problem solving Precise and quantitative problem definition Data-based diagnosis Innovative generation of new ideas Empirical testing of ideas