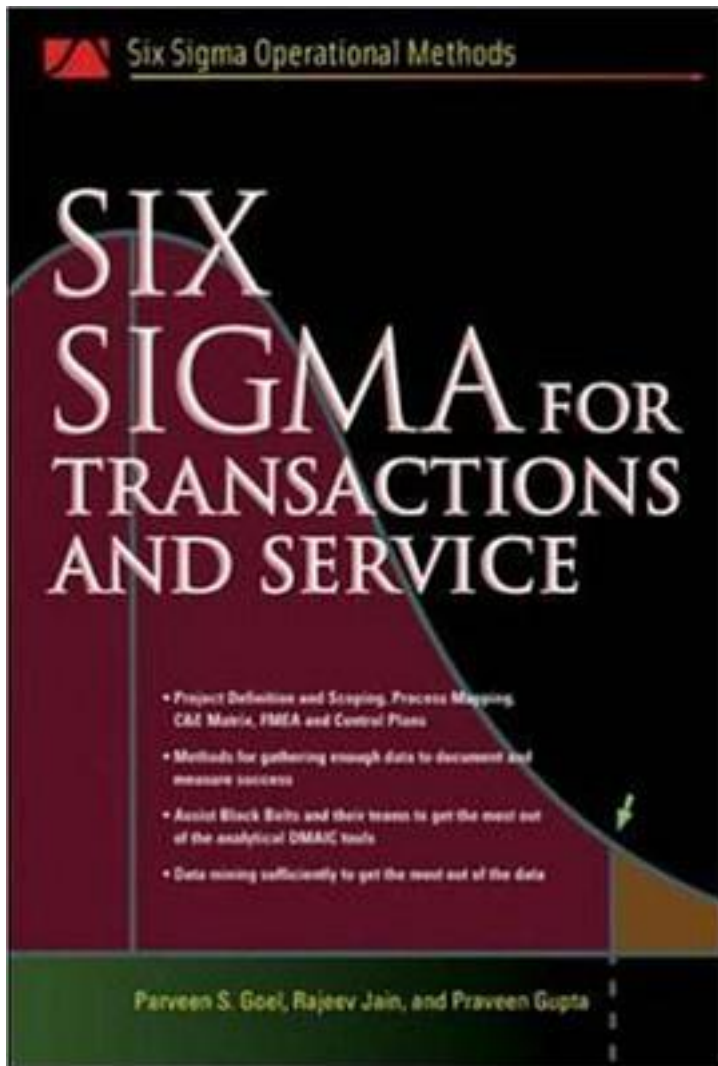


Six Sigma for Transactions and Service (Six Sigma Operational Methods)



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Many of the Six Sigma methods successfully used in manufacturing are now being utilised in the transactional and service sectors. However, business-specific issues such as customer billing, order processing, and call center management require a modified set of problem-solving and analytical tools. This resource addresses those differences and provides a roadmap for implementing "customer-centric" Six Sigma.

作者介绍:

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