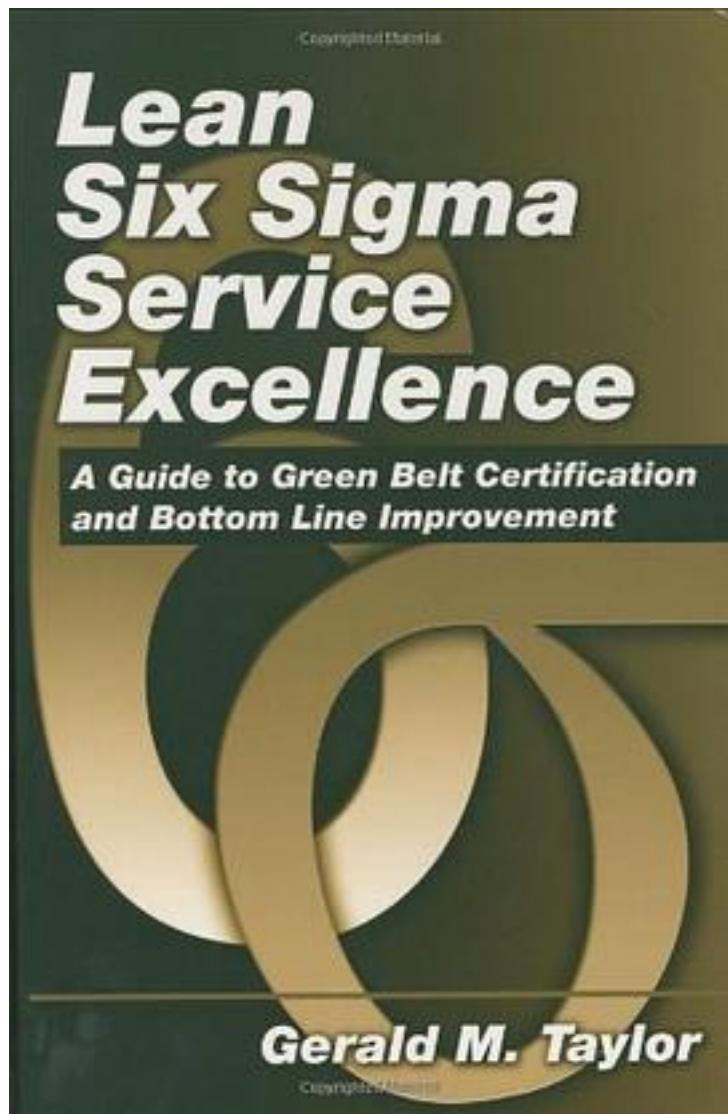


Lean Six Sigma Service



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A practical, user-friendly guide to the principles of Lean Six Sigma in the service delivery industry. Over the past two decades, growth in the number of new service and non-profit organizations has dramatically out-paced manufacturing in the global economy. Although rooted in the improvement of quality and productivity in the manufacturing sector, the proven principles of Six Sigma and Lean can now be applied across the board to non-manufacturing related businesses. "Lean Six Sigma Service Excellence" provides an effective translation of the concepts of Lean Six Sigma from a manufacturing to a service delivery environment, as well as providing user-friendly techniques for implementing these practices, and for using them to achieve and maintain a competitive advantage.

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