



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

Parveen S. Goel, Praveen Gupta, Rajeev Jain, Rajesh K. Tyagi

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Many of the Six Sigma methods successfully used in manufacturing are now being utilized 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.

Contents: Transactional Quality Benchmarks: Service Operations, Corporations and Industries * Service Performance Indicators * The Service Crisis * Transactional Six Sigma: Define and Develop, Measure and Trends, Analyze and Improve, Embed * Designing for Transactional Services: Actions of Service Design * Customer Driven Transactional Processes * Designing Transactional Processes * Optimize the Service Design to Ensure a Robust Service Package * Transactional Business * Human Capital * Implementing TSS, Six Sigma in Transactional Processes

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