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6.3 Design Scorecards and Transfer Function

Sommario/riassunto

A roadmap to consistent, high-quality service for any organization
A service is typically something created to serve a paying customer,
whether internal or external. Some services consist of several processes
linked together while others consist of a single process. This book
introduces Design for Six Sigma (DFSS), an easy-to-master, yet highly
effective data-driven method that prevents defects in any type of
service process. The particular focus of this publication is service DFSS,
which leads to what the authors term "a whole quality business," one
that takes a proactive stan
