

1. Record Nr.	UNINA9910822532203321
Autore	Motwani Jaideep
Titolo	Lean sigma methods and tools for service organizations : the story of a cruise line transformation // Jaideep Motwani, Rob Ptacek, and Richard Fleming
Pubbl/distr/stampa	[New York, N.Y.] (222 East 46th Street, New York, NY 10017), : Business Expert Press, 2012
ISBN	1-283-89508-0 1-60649-408-2
Edizione	[1st ed.]
Descrizione fisica	1 online resource (138 p.)
Collana	Service systems and innovations in business and society collection
Altri autori (Persone)	PtacekRob FlemingRichard
Disciplina	658.562
Soggetti	Six sigma (Quality control standard) Lean manufacturing Service industries - Quality control Cruise lines - Quality control
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Part of: 2012 digital library.
Nota di bibliografia	Includes bibliographical references (p. [121]) and index.
Nota di contenuto	1. The lean sigma for service challenge -- 2. Identification and understanding of lean sigma implementation -- 3. Lean sigma methods and tools, basic concepts -- 4. Comparing manufacturing and service environments -- 5. Key enablers, policy deployment, accountability sessions, employee training and involvement, and lean sigma tool selection and application -- 6. Analysis of the current state -- 7. Application of lean sigma tools and results -- 8. Making cultural transitions -- 9. Achieving, sustaining, and celebrating success -- References -- Index.
Sommario/riassunto	Every business aspires to be competitive and profitable in their markets. To do this, an organization needs to offer customers value propositions, whether it is manifest in the product they produce or in the service they provide. This in turn will create customer loyalty and growth. There are a number of organizational philosophies and strategies used by businesses to help accomplish this goal, among which are the concepts of Six-Sigma and Lean. Both are widely

recognized and implemented, and both have been successful in improving value propositions of a variety of organizations, mostly in manufacturing concerns. Lean Sigma Methods and Tools for Service Organizations proposes to integrate the best practices from each of these philosophies and apply them to a customer-focused organization--a cruise ship--whose overriding mission is to deliver superior service to its customers. The authors demonstrate in this book how key components of both Six-Sigma and Lean, such as identifying and removing defects, elimination of waste, metrics, speed of delivery, and the seamless integration of these concepts and practices throughout the operation, serve to enhance the kind of value propositions that customers recognize and which allows the organization to be successful.
