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Autore	LEWIS, Michael John
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Autore	El-Haik Basem
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Nota di contenuto	SERVICE DESIGN FOR SIX SIGMA; CONTENTS; PREFACE; 1. Service Design; 1.1 Introduction; 1.2 What is Quality?; 1.3 Quality Operating System and Service Life Cycle; 1.3.1 Stage 1: Idea Creation; 1.3.2 Stage 2: Voice of the Customer and Business; 1.3.3 Stage 3: Concept Development; 1.3.4 Stage 4: Preliminary Design; 1.3.5 Stage 5: Design Optimization; 1.3.6 Stage 6: Verification; 1.3.7 Stage 7: Launch Readiness; 1.3.8 Stage 8: Production; 1.3.9 Stage 9: Service Consumption; 1.3.10 Stage 10: Phase-Out; 1.3.11 Service Life Cycle and Quality Operating System; 1.4 Developments of Quality in Service 1.4.1 Statistical Analysis and Control1.4.2 Root Cause Analysis; 1.4.3 Total Quality Management/Control Analysis; 1.4.4 Design Quality; 1.4.5 Process Simplification; 1.4.6 Six Sigma and Design For Six Sigma (DFSS); 1.5 Business Excellence: A Value Proposition?; 1.5.1 Business Operation Model; 1.5.2 Quality and Cost; 1.5.3 Quality and Time to

Market; 1.6 Introduction to the Supply Chain; 1.7 Summary; 2. What Is Six Sigma; 2.1 Introduction; 2.2 What Is Six Sigma?; 2.3 Introduction to Process Modeling; 2.3.1 Process Mapping; 2.3.2 Value Stream Mapping
2.4 Introduction to Business Process Management2.5 Measurement Systems Analysis; 2.6 Process Capability and Six Sigma Process Performance; 2.6.1 Motorola's Six Sigma Quality; 2.7 Overview of Six Sigma Improvement (DMAIC); 2.7.1 Phase 1: Define; 2.7.2 Phase 2: Measure; 2.7.3 Phase 3: Analyze; 2.7.4 Phase 4: Improve; 2.7.5 Phase 5: Control; 2.8 Six Sigma Goes Upstream-Design For Six Sigma; 2.9 Summary; 3. Introduction to Service Design for Six Sigma (DFSS); 3.1 Introduction; 3.2 Why Use Service Design for Six Sigma?; 3.3 What Is Service Design For Six Sigma?; 3.4 Service DFSS: The ICOV Process
3.5 Service DFSS: The ICOV Process In Service Development3.6 Other DFSS Approaches; 3.7 Summary; 4. Service Design for Six Sigma Deployment; 4.1 Introduction; 4.2 Service Six Sigma Deployment; 4.3 Service Six Sigma Deployment Phases; 4.3.1 Predeployment; 4.3.2 Predeployment considerations; 4.3.3 Deployment; 4.3.3.1 Training; 4.3.3.2 Six Sigma Project Financial Aspects; 4.3.4 Postdeployment Phase; 4.3.4.1 DFSS Sustainability Factors; 4.4 Black Belt and DFSS Team: Cultural Change; 5. Service DFSS Project Road Map; 5.1 Introduction; 5.2 The Service Design For Six Sigma Team
5.3 Service Design For Six Sigma Road Map5.3.1 Service DFSS Phase I: Identify Requirements; 5.3.1.1 Identify Phase Road Map; 5.3.1.2 Service Company Growth & Innovation Strategy: Multigeneration Planning; 5.3.1.3 Research Customer Activities; 5.3.2 Service DFSS Phase 2: Characterize Design; 5.3.3 Service DFSS Phase 3: Optimize Phase; 5.3.4 Service DFSS Phase 4: Validate Phase; 5.4 Summary; 6. Service DFSS Transfer Function and Scorecards; 6.1 Introduction; 6.2 Design mappings; 6.2.1 Functional Mapping; 6.2.2 Process Mapping; 6.2.3 Design Mapping Steps
6.3 Design Scorecards and Transfer Function

Sommario/riassunto

A roadmap to consistent, high-quality service for any organizationA 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