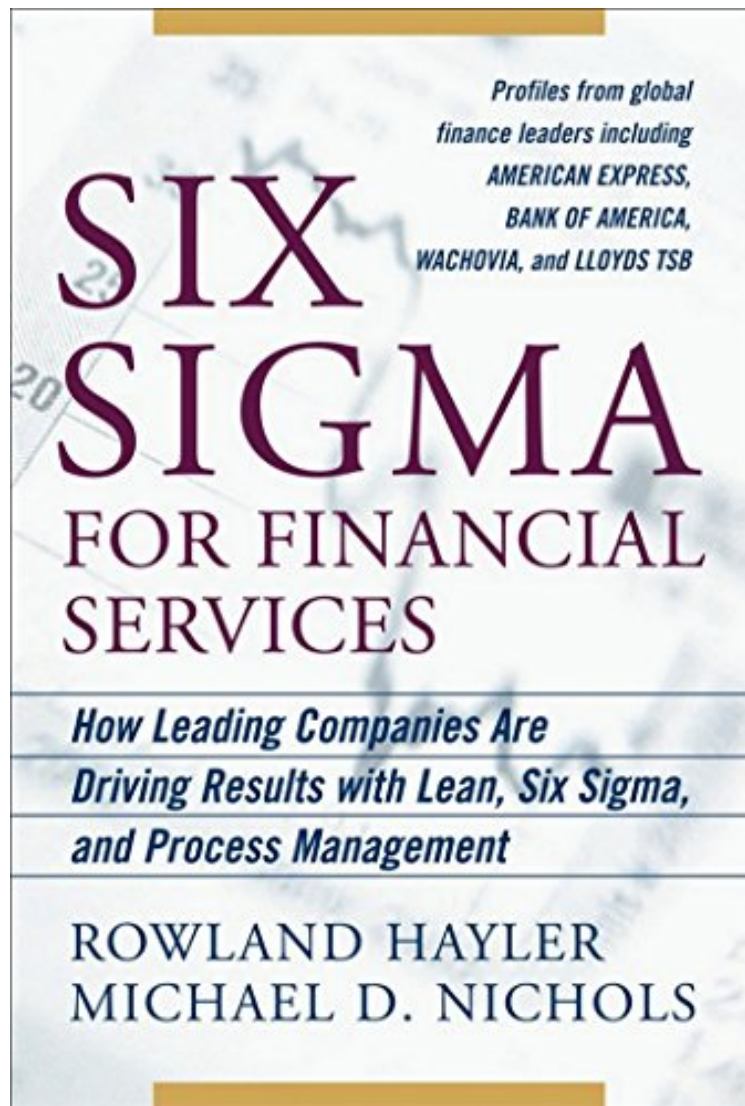


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Six Sigma for Financial Services: How Leading Companies Are Driving Results Using Lean, Six Sigma, and Process Management

Rowland Hayler, Michael Nichols

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hard to read. Concepts were not consistently elaborated upon with clear and precise language. Also, examples were shallow and provided limited insight on how tools and techniques were used in organizations. This is also a pretty dated book, written before the rise of much of FinTech and ideas on business model innovation. The authors' perspectives seem rather quaint in 2017. 0 of 0 people found the following review helpful. Three Stars By Carlos Fabi?n Nice overview, not too much detail on the cases.... 10 of 10 people found the following review helpful. Solid advice on customer service for financial-services companies By Rolf Dobelli The title of this book is misleading. In fact, its subtitle is more relevant. It does not focus on Six Sigma only, but rather on a variety of tools that companies offering financial services are - or should be - using to achieve what Rowland Hayler and Michael D. Nichols call "business process excellence": creating the greatest possible value for customers. The book is based on a study (described in the index) of 11 leading financial-services companies, some international and some local. The authors frequently cite useful examples from their respondents to anchor some of their theories in real life. Unfortunately, managers who are eager to benefit from this important information may find the authors' prose opaque and abstract. The charts and chapter summaries are helpful, but some readers may need perseverance to learn from this book. Nevertheless, we find the authors' goal laudable: to show how financial-services companies can improve their often-abysmal customer service standards, and thus increase their profits and competitiveness.

THREE WORLD-CLASS MANAGEMENT METHODS. ONE COMPREHENSIVE RESOURCE. Finally, top executives across the global financial services industry are catching on-and catching up-to what the world's most successful corporations have known for more than a decade: The performance improvement principles of Six Sigma, Lean, and Process Management can be applied to all aspects of any company's operations-with remarkable results. If you want to take advantage of these proven, performance-enhancing methods, tools, and techniques, this reference helps you to use Six Sigma and other tools in a wide range of financial service applications: commercial or savings banks, diversified financials, securities, insurance firms, and more. Six Sigma for Financial Services delivers a complete and groundbreaking model specifically for financial services created by two experts of Six Sigma deployment and Process Management. Clear, concise, and comprehensive, this hands-on guide features actual experiences from frontline managers and executives in financial services firms all around the world. You'll see, up close and personal, how they used Six Sigma to illustrate key points and achieve optimal performance in their companies. You'll learn firsthand why business process excellence is crucial for success in an increasingly competitive, mission-critical industry. Using Lean, Six Sigma, and other process tools, you'll be able to run leaner and more efficiently, and provide improved service with the best possible returns.