Lean Six Sigma for service and healthcare

Lean Six Sigma is built on principles and methods that have proven themselves over the twentieth century. It has incorporated the most effective approaches and integrated them into a full programme. It offers a management structure for organizing continuous improvement of routine tasks, such as manufacturing, service delivery, accounting, nursing, sales and other work that is done routinely. Further, it offers a method and tools for carrying out improvement projects effectively. This book focuses on the implementation of Lean Six Sigma in Service and Healthcare. The authors work for the Institute for Business and Industrial Statistics. This is a consultancy firm and research institute owned by the University of Amsterdam.

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Stochastics (KDV, FNWI)

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