

Design For Six Sigma For Service

[DOWNLOAD HERE](#)

The primary objective of this new book is to provide a comprehensive reference for those who work in a service industry setting. Unlike Design for Six Sigma a Roadmap for Product Development, this new book will address the 5 leading issues in the service industry, which are customer satisfaction, cost reduction, value improvement, change management and process performance measurements. EAN/ISBN : 9780071501460 Publisher(s): McGraw-Hill Professional Format: ePub/PDF Author(s): Yang, Kai

[DOWNLOAD HERE](#)

Similar manuals: