

Lean Services. Certification Manual

Luis Socconini

Lean Service Certification

We know that the services provided by any industry have increased costs between 30% and 80% due to different "wastes" in several of their processes. By leveraging Lean tools, Lean Service is designed to create a quicker and more efficient process that results in high-quality services and improved productivity.

Some of the benefits are:

- Significant improvement in the quality of the services provided by a company.
- Significant reduction in the time spent on service activities.
- Significant reduction in the cost of providing services.
- Increased competitiveness and profitability.

Luis Socconini is an industrial engineer, specialized in manufacturing. He coursed a Master's Degree in Quality and Productivity at the ITESM Campus in Guadalajara. He studied Six Sigma at the Wharton School of Business, University of Pennsylvania, and he has extensive experience in teaching and applying Lean Six Sigma. It is also founder, president and Master Black Belt of Lean Six Sigma Institute.



Dirigido a:

Equipos de dirección, responsables de área, administración y gestión de servicios.
Formación en gestión de organizaciones.

Temáticas

- KJC - Estrategia empresarial
- KJD - Innovación empresarial
- KJMQ - Garantía de calidad y gestión de calidad tot
- KJMB - Gestión: liderazgo y motivación

Colección: Gestiona

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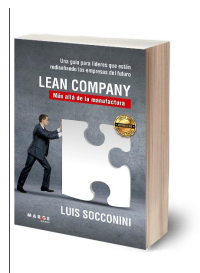
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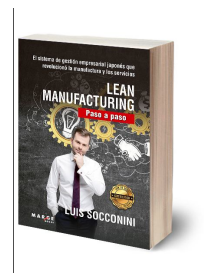
Lean Six Sigma Management System for Leaders



Lean Six Sigma Yellow Belt. Manual de certificación



Lean Company. Más allá de la manufactura



Lean Manufacturing. Paso a paso