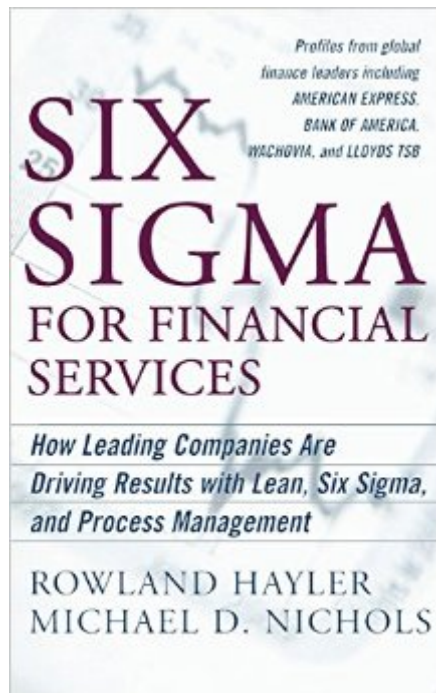


The book was found

# Six Sigma For Financial Services: How Leading Companies Are Driving Results Using Lean, Six Sigma, And Process Management



## Synopsis

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.

## Book Information

Hardcover: 280 pages

Publisher: McGraw-Hill Education; 1 edition (November 16, 2006)

Language: English

ISBN-10: 0071470379

ISBN-13: 978-0071470377

Product Dimensions: 6.1 x 1 x 9.1 inches

Shipping Weight: 1.2 pounds

Average Customer Review: 4.2 out of 5 stars Â Â See all reviews Â (4 customer reviews)

Best Sellers Rank: #432,105 in Books (See Top 100 in Books) #88 in Â Books > Business & Money > Management & Leadership > Quality Control & Management > Six Sigma #334 in Â Books > Business & Money > Management & Leadership > Quality Control & Management > Quality Control #712 in Â Books > Business & Money > Industries > Hospitality, Travel & Tourism

## Customer Reviews

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.

As a certified Six Sigma Black Belt and more importantly having a leadership role in a financial service company, I found this book to be very insightful. Hayler and Nichols's model for Business Process Excellence provided great examples on how to execute enterprise wide process improvements. By reading this book, I was able to assess my own company's journey to business process excellence, highlighting opportunities and tools to enhance and evolve our program. I have recommended this book to some of our executive management team responsible for enterprise process improvement and I'm sure productive conversations will have resulted from it.

Nice overview, not too much detail on the cases....

Business process excellence methods can and should be used everywhere. Look at the author's examples and figure out how they can relate to your business. Identify your objectives and use the methods to reach those goals.

[Download to continue reading...](#)

Six Sigma for Financial Services: How Leading Companies Are Driving Results Using Lean, Six Sigma, and Process Management  
Lean Six Sigma: and Lean QuickStart Guides - Lean Six Sigma QuickStart Guide and Lean QuickStart Guide (Lean Six Sigma For Service, Lean Manufacturing)  
LEAN: Lean Tools - 5S (Lean, Lean Manufacturing, Lean Six Sigma, Lean 5S, Lean StartUp, Lean Enterprise) (LEAN BIBLE Book 3)  
Lean Six Sigma: The Ultimate Guide To Lean Six Sigma With Tools For Improving Quality And Speed! (Lean, Six Sigma, Quality Control)  
LEAN: Lean Bible - Six Sigma & 5S - 3 Manuscripts + 1 BONUS BOOK (Lean Thinking, Lean Production, Lean Manufacturing, Lean Startup, Kaizen)  
Lean: QuickStart Guide - The Simplified Beginner's Guide To

Lean (Lean, Lean Manufacturing, Lean Six Sigma, Lean Enterprise) Lean Six Sigma: The Ultimate Beginners Guide - Learn Everything You Need To Know About Six Sigma And Boost Your Productivity! (Lean, Six Sigma, Quality Control) Lean Six Sigma for Service : How to Use Lean Speed and Six Sigma Quality to Improve Services and Transactions Lean Six Sigma: Value Stream Mapping: Simplified Beginner's Guide to Eliminating Waste and Adding Value with Lean (Lean, Six Sigma, Quick Start Beginner's Guide, Quality Control) Lean Six Sigma For Beginners, A Quick-Start Beginner's Guide To Lean Six Sigma ! - Lean Six Sigma For Beginners: A Quickstart Beginner's Guide To Lean Six Sigma Lean Six Sigma: Combining Six Sigma Quality with Lean Production Speed Lean Six Sigma QuickStart Guide: A Simplified Beginner's Guide to Lean Six Sigma Lean Six Sigma QuickStart Guide: The Simplified Beginner's Guide to Lean Six Sigma The Six Sigma Project Planner : A Step-by-Step Guide to Leading a Six Sigma Project Through DMAIC Practical Lean Six Sigma for Healthcare (with Links to over 30 Excel Worksheets): Using the A3 and Lean Thinking to Improve Operational Performance in ... Clinics, and Physician Group Practices Lean Six Sigma for Supply Chain Management, Second Edition: The 10-Step Solution Process The Valuation of Financial Companies: Tools and Techniques to Measure the Value of Banks, Insurance Companies and Other Financial Institutions (The Wiley Finance Series) Lean Six Sigma and Lean QuickStart Guides Lean Six Sigma: Value Stream Mapping: Simplified Beginner's Guide to Eliminating Waste and Adding Value with Lean

[Dmca](#)