

Next Operation As Customer (NOAC)

**How to Improve Quality,
Cost and Cycle Time
In Service Operations**

Keki R. Bhote

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Management Briefing

Next Operation As Customer

Leon Pratt Alford



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Decision-Making Support Systems: Achievements and Challenges for the New Decade Mora, Manuel, Forgionne, Guisseppi A., Gupta, Jatinder N. D., 2002-07-01 Annotation The book presents state of the art knowledge about decision making support systems DMSS Its main goals are to provide a compendium of quality chapters on decision making support systems that help diffuse scarce knowledge about effective methods and strategies for successfully designing developing implementing and evaluating decision making support systems and to create an awareness among readers about the relevance of decision making support systems in the current complex and dynamic management environment

The Six Sigma Performance Handbook Praveen Gupta, 2005 Publisher's Note Products purchased from Third Party sellers are not guaranteed by the publisher for quality authenticity or access to any online entitlements included with the product Written with managers not statisticians in mind this reference shows readers how to statistically evaluate a Six Sigma program identify problems and make tailor made adjustments to get the desired results and revitalize a program Profits in tough times require prioritization and focus If properly managed Six Sigma methods can deliver dramatic improvement by increasing manufacturing and process efficiencies But nearly 60% of all corporate Six Sigma initiatives fail to yield the desired results often companies take the fighting fires approach to business and do not take time to understand what the data is telling them which is why many Six Sigma projects fail The high visibility of the Six Sigma Initiative has corporate executives committing to significant investment in resources often without any tangible improvement in profitability a fact neglected by most Six Sigma books Written with Green belts and managers in mind this reference shows readers how to statistically evaluate a Six Sigma program identify problems and make tailor made adjustments to get the desired results and revitalize a program

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