



Six Sigma for Financial Services: How Leading Companies Are Driving Results Using Lean, Six Sigma, and Process Management

Rowland Hayler, Michael Nichols

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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.

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