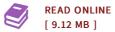# Lean Six Sigma in IT Management

By Markus H. Dahm

Erich Verlag Schmidt Nov 2012, 2012. Taschenbuch. Condition: Neu. Neuware - Today's businesses heavily rely on IT services to run their processes efficiently. This means that IT departments and IT service providers are being forced to embrace modern quality methods in an effort to remain competitive in increasingly complex markets. While promising concepts such as Lean Six Sigma have achieved great success in manufacturing environments, its application to IT services can be a challenging task.In this book, Markus H. Dahm and Csaba Mohos provide detailed insights on how to address these challenges by offering a hands-on approach to: - Core concepts of Lean Management, Six Sigma and Lean Six Sigma - Possibilities for integrating Lean Six Sigma in companies' organizational structures - Key success factors of a Lean Six Sigma implementation - Applying Lean Six Sigma to ITIL and its 'Continual Service Improvement' component Featuring case studies, experiences and suggestions from a variety of European companies which use Lean Six Sigma in their IT organizations, this book is a well-founded and valuable companion for practical use! 172 pp. Englisch.

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