

Six Sigma in Service Industry – Introduction

Module 1: Introduction to Six Sigma in Services

- What is Six Sigma
- Importance in service industries
- Differences between manufacturing and services
- Common service challenges (delays, errors, inconsistency)

Module 2: Key Concepts in Service Context

- Defects in services (wrong information, poor experience)
- Process variation in service delivery
- Customer satisfaction and experience focus
- Importance of timely delivery

Module 3: Application Areas

- Banking and financial services
- Healthcare and hospitality
- Customer support and call centers
- IT and other service operations

Module 4: Using DMAIC in Services

- Define: identifying service issues
- Measure: tracking delays, errors, feedback
- Analyze: finding root causes
- Improve: enhancing service processes
- Control: maintaining service quality

Module 5: Activity & Application

- Analyze a simple service process (e.g., ordering food, customer support call)
- Identify defects and delays
- Suggest improvements
- Key takeaways: improve experience, reduce errors, ensure consistency