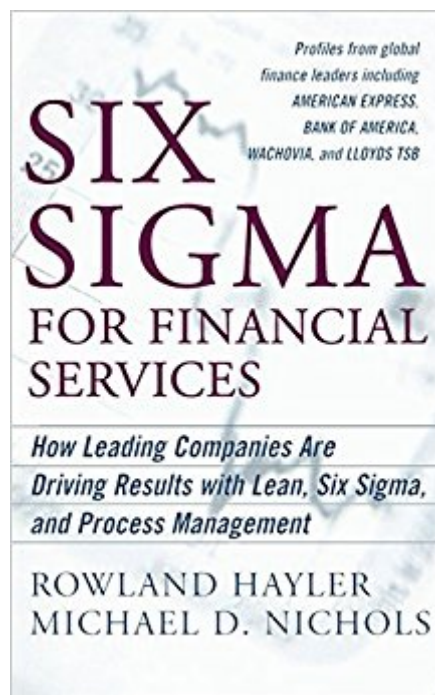




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# Six Sigma For Financial Services: How Leading Companies Are Driving Results Using Lean, Six Sigma, And Process Management



## 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

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## 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.

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