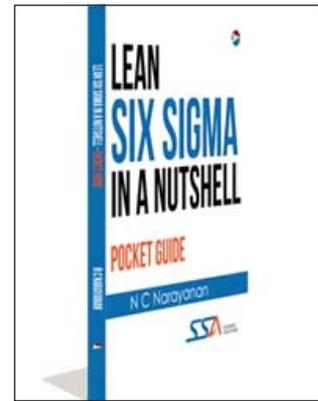


## BOOK REVIEW

**Title** : Lean Six Sigma in a Nutshell  
**Authors** : N C Narayanan  
**Publisher** : CinnamonTeal Publishing  
**Pages** : 135  
**Price** : Rs. 350/-



NC Narayanan (NC) is the founder of SSA, a global consulting house specialising in operational excellence and change management. He is a well known CEO Coach for driving excellence programs in many companies in India and overseas.

The Industrial Revolution that happened in the 20th century, after the invention of the motorcar by Ford in 1906, has advanced human civilization by leaps and bounds. The modern gadgets used by people have posed a bigger challenge to mankind - that of producing them without defects.

The competitive advantage of any enterprise is determined by its Quality (Q), Cost (C), Delivery (D), and Service (S) capability. In fact, the mantra of any CEO is improving the QCDS to achieve the prosperity of the organization.

Even though the concept of quality is easily definable for tangible products, such as in manufacturing, it is equally definable for a service delivery. In essence, defect is undesirable, both in a tangible product like a motor car as well as in service delivery in a hospital or an airline. In fact, the customer touch points are more in service delivery than in tangible products that are manufactured and delivered.

Although Six Sigma was born in the manufacturing discipline such as Motorola, General Electric has broken the myth that "Six Sigma is unsuitable for Service/ Transactional Industries". Today, Six Sigma is a matured science, which has been applied very successfully in many service industries for large scale process improvements. Six Sigma is not an initiative or a tool which is applied for a short period of time. It has become a corporate vision for perfection, strategy planning and implementation framework, performance monitoring tools, team building tool, and change management intervention, all at the same time.

This pocket book is very well written in a simple and lucid manner and well illustrated with graphs and charts. I would recommend this as a must for management students and management practitioners alike.

**Reviewed by:** *V. H. Iyer, Dean, Management Development Center, WeSchool, Mumbai. India.*

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