Lean Six Sigma in Higher Education
A Practical Guide for Continuous Improvement Professionals in Higher Education

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About the Book

Although Lean Six Sigma (LSS) and its popularity in the context of larger manufacturing and service organizations has long been recognized, it is not widely recognized in the context of Higher Education (HE).

This book serves as a practical and systematic roadmap for developing, implementing, sustaining and deploying LSS in any higher education institution. Including various case examples and studies carried out by leading research scholars and practitioners in the field, plus a dedicated chapter on the tools and techniques which can be utilised for problem solving in the HE sector – the contributors illustrate the power of LSS methodology and its relevant tools in the HE context.

By demonstrating a clear need for LSS, and guiding the reader through practical implementation solutions, this book, edited by a globally recognised leader in LSS methodology, is a must-have resource for academics and continuous improvement professionals who are interested in applying LSS as a process improvement methodology within the university sector, as well as trainers and consultants who would like to develop LSS training material for their university clients.

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