



Six Sigma in HR Transformation: Achieving Excellence in Service Delivery (Gower HR Transformation Series)

Ian, Mr Hunter, Mircea, Mr Albeanu

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In the business world, especially in manufacturing or quality management, the term Six Sigma usually refers to a set of tools and methodologies developed by Motorola to improve processes by eliminating defects. So why should the HR professional care what Six Sigma is or how it can be applied in the HR function?

According to the specialists at Orion Partners, there are ten key reasons:

- * to create excellence in process delivery;
- * to reduce defects;
- * to increase efficiency;
- * to create a quality focused mindset;
- * to benefit from best practice;
- * to bring clarity to the processes of HR;
- * to use a structured scientific approach;
- * to speak the same language and improve communication;
- * to gain control over your processes;
- * and to strengthen your business case.

Mircea Albeanu and Ian Hunter explain some of the basic concepts to show how applying Six Sigma tools and methodologies can be used to manage the practical challenges of improving HR operations to meet your organization's expectations at a lower cost and with greater efficiency. To help illustrate some of the key messages examples are drawn from Orion Partners' work using Six Sigma tools with international organizations over the last seven years.

This concise guide is ideal for project and programme managers involved in business transformation, and for HR managers as well as Six Sigma specialists seeking to understand its applications within human resources.

About The Gower HR Transformation Series:

The Human Resources function faces a continuing challenge to its role and purpose, in many organizations it has suffered from serious under-representation at strategic, board level. Yet, faced with the challenges of globalism, the need to innovate, manage knowledge, attract and retain the very best employees, organizations need an HR function that can lead from the front. The process of transforming the function is complex and rarely linear. It includes the practical challenges of improving HR operations to meet customer expectations at lower cost and with greater efficiency. The Gower HR Transformation Series will help; it uses a blend of conceptual frameworks, practical advice and global case study examples to cover each of the main elements of the HR transformation process. The books in the series follow a standard format to make them easy to read and reference. Together, the titles create a definitive guide from one of the leading specialist HR transformation consultancies; an organization that has been involved in HR transformation for clients as diverse as Bombardier Transportation, Marks & Spencer, Barnardo's, Oxfam, Schrodgers, UnitedHealth Group, Nestlé, BP, HM Prison Service, Transport for London and Vodafone.

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