

**THE CONCORDIA INSTITUTE FOR INFORMATION SYSTEMS ENGINEERING
IS PLEASED TO PRESENT THE FOLLOWING GUEST LECTURE IN
OUR CIISE DISTINGUISHED SEMINAR SERIES**

Dr. Rajesh Kumar Tyagi, Assistant Professor
Logistics and Operations Management Department
HEC Montreal

Application of Six Sigma for Services

Existing scorecards and performance measurement methodologies and quality methodologies were not designed for service businesses. The talk will focus on the recent development at ASQ, Service Quality Division and a discussion on the application of Six Sigma in Services. A service-sector specific methodology-Define, Measure, Analyze, Innovate and Embed (DMAIE) will be presented.

Biography: Dr. Rajesh Kumar Tyagi is an assistant professor at HEC Montreal, Department of Logistics and Operations Management. Professor Tyagi teaches Service Operations, Operations Management, and Project Management. His current research and consulting interests are in areas of measurement of service performance and six sigma applications in services sector. He has over 15 publications in scientific and technology journals and has presented at various national and international conferences. He is the co-author of Six Sigma for Transactions and Service and A Complete and Balanced Service Scorecard: Creating Value Through Sustained Performance Improvement. Dr. Tyagi is a senior ASQ member and SQBOK steering committee member. He is also leading the effort of Resource Committee of SQBOK initiative. He obtained his PhD in Engineering at the University of Ottawa, Canada and MBA from The Kellogg School of Management, Northwestern University. He teaches Service Operations Management, Operations Management, Quality Management, and Decisions Sciences for General Managers.

Thursday, March 24, 2011

15:00 – 16:00

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