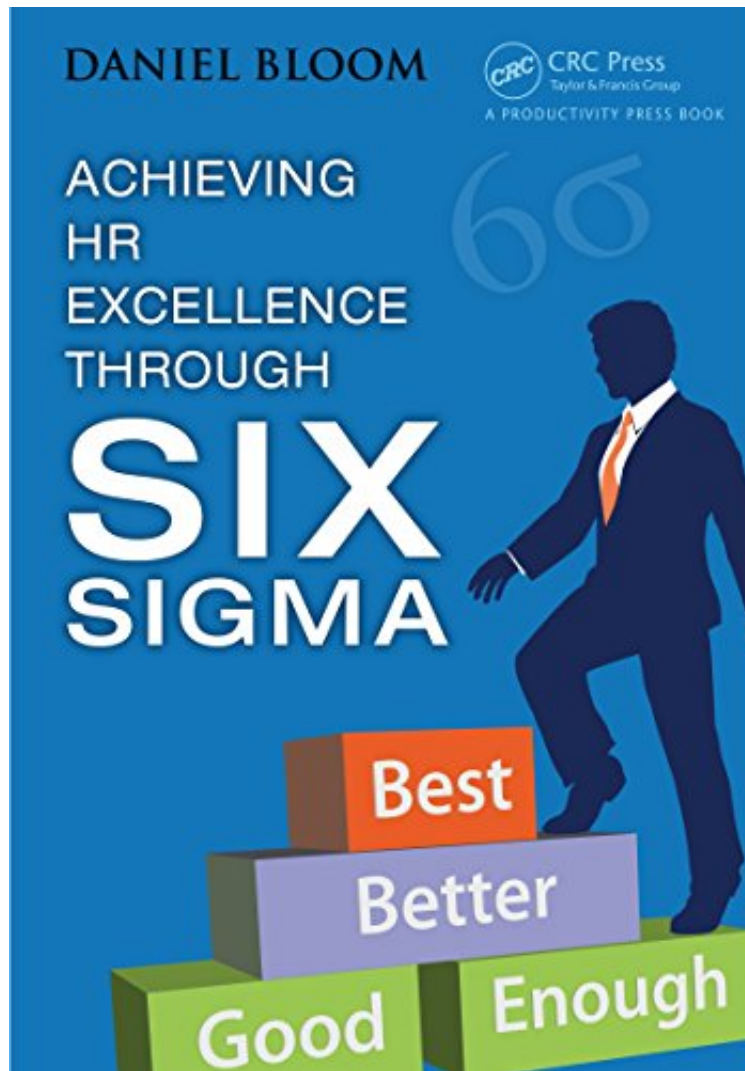


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## Achieving HR Excellence through Six Sigma

*Daniel Bloom*

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**Daniel Bloom : Achieving HR Excellence through Six Sigma** before purchasing it in order to gauge whether or not it would be worth my time, and all praised Achieving HR Excellence through Six Sigma:

Although world-class firms like GE and Motorola have relied on Six Sigma to build their performance cultures, these processes are all too often left out of human resources (HR) functions. This lack of Six Sigma principles is even more surprising because preventing errors and improving productivity are so critical to the people management processes of hiring, retention, appraisal, and development. From the history and evolution of the Total Quality movement to initiatives for introducing a Six Sigma continuous process improvement strategy in your HR department, Achieving

HR Excellence through Six Sigma introduces a new way to envision your role within the organization. It explains how this powerful methodology works and supplies a roadmap to help you find and eliminate waste in your HR processes. Describing exactly what HR excellence means, the book outlines dozens of proven approaches as well as a hierarchy of the exact steps required to achieve it. It illustrates the Six Sigma methodology from the creation of a project to its successful completion. At each stage, it describes the specific tools currently available and provides examples of organizations that have used Six Sigma within HR to improve their organizations. The text presents proven approaches that can help you solve and even eliminate people management problems altogether. Filled with real-world examples, it demonstrates how to implement six sigma into the transformational side of your organization. It also includes a listing of additional resources to help you along your Six Sigma journey. Explaining how to build a new business model for your HR organization, the book supplies the new perspective and broad view you will need to discover and recommend game-changing alternatives to traditional HR approaches in your organization.

Six Sigma tools give discipline to the HR practices so that they can be designed and delivered efficiently. This book offers an excellent review of Six Sigma principles and a wonderful application of those principles to streamline and improve HR practices. Application of these ideas will mitigate the risks of HR by reducing variance and increasing certainty of HR work. These are the foundation principles which ensure that HR will deliver sustainable value. Dave Ulrich, Professor, Ross School of Business, University of Michigan In Achieving HR Excellence through Six Sigma, Dan Bloom faithfully captures the history and practice of Lean Six Sigma. He then proceeds to lay out a vision of high performance and excellence for any HR organization. Finally, through his own experiences and those of other practitioners, he provides numerous valuable examples of what implementation really looks like. A must read for HR professionals that are interested in pursuing excellence. Jeffrey Summers, Operations Manager, Amcor Flexibles and Former Director of Quality and Six Sigma Learning, Motorola University If HR is ever to become a critical part of any organization, its leaders MUST learn and properly apply the language of business. Achieving HR Excellence through Six Sigma lays out a clear, sequential, yet easy to understand roadmap that any HR professional can follow that will take their teams to a higher level of business impact. Combining his experience as an expert in both HR and Six Sigma, Dan Bloom is the right expert with the right RX for what ails most HR teams - how to transform themselves from paper-pushing bureaucrats into vital strategic partners. Dr. Jim Harris, Founder of To a Higher Level LLC, former Fortune 500 corporate HR executive, and author of ten business books including The Impacter: A Parable on Transformational Leadership. If you think your employees deserve the dependable and quality services that your customers require (and that you demand as a customer of business you patronize) then this book is for you. Dan knows the functional side of HR and with the quality lens and lean sigma tools explained in the book, can help you forge a path to a vastly improved and significantly more effective HR function. Kent Linder, Consultant to Organizations It may be that the greatest area for improvement in our organizations today is in the functions and the enabling processes of human resources, finance, and information services. Dan Bloom has written a very helpful book that directly applies lean and Six Sigma thinking to the HR function. Every HR professional will benefit by reading this book, but more importantly applying its wisdom. Lawrence M. Miller, Author of Getting to Lean and Transformational Change Management Corporate departments from IT to HR try to avoid Six Sigma by saying: "Oh that works for manufacturing, but it won't work in HR because we don't manufacture anything." Daniel Bloom lays bare the silliness of that statement. Six Sigma can be applied to any business process and Dan shows how easy it can be to apply Six Sigma to HR. If you want to get the "right" people on the bus, Six Sigma is the way to do it. Jay Arthur, Author of Lean Six Sigma Demystified and The QI Macros for Excel About the Author Daniel T. Bloom is a well-respected author, speaker, and HR Strategist, who has worked as a contingency executive recruiter, a member of the internal HR staff of a Fortune 1000 corporation, and as a Corporate Relocation Director for several real estate firms. He is an active participant within the HR Social Media scene maintaining Blogs on BestThinking.com, Wordpress, Human Capital League, Blogger, Toolbox for HR, and others. Since 1980 he has written over 40 articles and white papers which have appeared in the professional press and online. He has also authored two books, Just Get Me There: A Journey Through Corporate Relocation in 2005 and the soon to be released Achieving HR Excellence Through Six Sigma. Dan is also a frequent contributor to the HR site Hirecentrix. He is a member of the Society for Human Resource Management, Worldwide ERC, and a Professional member of the National Speakers Association. He currently serves as a member of the Engineering Technology and Building Arts Advisory Board at St. Petersburg College. After 30 years involvement in the industry, he is a Subject Matter Expert on issues surrounding Domestic Relocation issues. A graduate of Parsons College with a degree in Education, Daniel Bloom is certified as a Senior Professional in Human Resources (SPHR); a Six Sigma Black Belt, and a Senior Certified Relocation Professional. He founded Daniel Bloom Associates, Inc. in 1980 following a lay off from the HR department of the ECI Division of E-Systems.