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Critical Success Factors of Continuous Improvement Tools in Service Industry

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Abstract: The service sector represents a critical component of the world economic development. This sector accounts for the 58% of the world's gross domestic product, however, its productivity is far below when compared to that of the manufacturing industry. In order to increase their efficiency, the organizations within this sector employ diverse tools or philosophies or both, for instance; total quality management, lean manufacturing, six sigma, among others, all of these developed for the manufacturing industry but then adapted to the service industry with the purpose of increase their productivity. The objective of this study is to perform an exhaustive literature review of the critical success factors reported in diverse studies of the implementation of these tools or philosophies in the service sector, as well as their differences, similarities, and results.

Keywords: critical success factors, service sector, continuous improvement.