

1. Record Nr.	UNINA990008704420403321
Autore	Istat
Titolo	Cuneo / Istituto Nazionale di Statistica
Pubbl/distr/stampa	Roma : Istat, 1994
Descrizione fisica	236, [10] p. ; 31 cm
Locazione	ILFGE
Collocazione	Istat Cens.I. 1991 3(04)
Lingua di pubblicazione	Italiano
Formato	Materiale a stampa
Livello bibliografico	Monografia
2. Record Nr.	UNINA9910809931203321
Autore	Miller Andrew <1973->
Titolo	Redefining operational excellence : new strategies for maximizing performance and profits across the organization // Andrew Miller
Pubbl/distr/stampa	New York : , : AMACOM, , 2014 ©2014
ISBN	0-8144-3398-7
Edizione	[1st edition]
Descrizione fisica	1 online resource (267 p.)
Disciplina	658.4/012
Soggetti	Performance Organizational effectiveness Management - Technological innovations
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Includes index.
Nota di bibliografia	Includes index.
Nota di contenuto	Cover; Contents; Acknowledgments; Introduction; Chapter 1: THE NEED FOR A NEW DEFINITION; The Beginnings of Operational Excellence; Redefining Operational Excellence; Would You Know Operational Excellence If You Tripped Over It?; Organizations That Exemplify

Operational Excellence; Why Operational Excellence Is Important to Any Organization; Redefining How We Operate; Chapter 2: MAKING OPERATIONAL EXCELLENCE HAPPEN; The Core Components of Operational Excellence; Evolving Toward Operational Excellence; The Four Phases of Operational Excellence; Creating Gates: Protecting Your Gains
Four Types of OrganizationsRedefining the Way We Measure Success; Chapter 3: ATTRACTING AND RETAINING TOP TALENT: DON'T SETTLE FOR SECOND BEST; The Key Principles of Leadership; The Four Attributes of a Great Leader; Attracting the Best People; A Strategy for Talent Management; Breathe Life into Your Organization by Letting People Go; Is Your Turnover Rate Too High?; Chapter 4: THE INNOVATION EQUATION: THE IMPORTANCE OF COLLABORATION; How to Foster Innovation; The Cycle of Innovation; A Culture of Innovation: The Interaction of Empowerment and Skill; How to Become an Innovation Master
Accelerating the Adoption of InnovationChapter 5: ALIGNING STRATEGY AND TACTICS TO ENHANCE PERFORMANCE; Without Execution, There Is No Strategy; How to Achieve Execution Excellence; The Difference Between Responsibility and Accountability; Gaining a Tactical Advantage: Finding Performance Boosts Where You Wouldn't Normally Look; Performance Boosts: The Do-It-Yourself Version; A Final Word on Strategy Execution; Chapter 6: ACQUIRING AND KEEPING THE CUSTOMERS YOU WANT; Why Current Customers Are Your Best Opportunity for Growth; Stratifying Your Customers
How to Turn Customers into Great Referral SourcesOther Strategies to Strengthen Customer Loyalty and Engagement; The Five Myths of Customer Engagement; Chapter 7: OPTIMIZING SPEED MAXIMIZES PROFITABILITY; Determining Optimal Enterprise Velocity and Responsible Speed; Slow Down to Improve Results; How Speed Impacts Profitability; The Speed-Profitability Correlation and the Four Components of Operational Excellence; The Myth of the First-Mover Advantage; Knowing When to Speed Up and When to Slow Down; Implementing a Culture of Speed Optimization; Chapter 8: CENTERS OF EXCELLENCE: NOT SO MUCH
Why Centers of Excellence Aren't Always ExcellentWhy Create a Centralized Department?; The Benefits of a Centralized Department; Centrally Led, Locally Executed; Ignore the Center and Focus on Excellence; Chapter 9: INDUSTRY PERSPECTIVES; Retail; Services; Health Care; Technology; Manufacturing; Chapter 10: GETTING TECHNOLOGY OUT OF YOUR WAY; Fix the Process, Then Implement the Technology; Technology and Change Management; Using Technology to Enhance Operational Excellence; Operational Excellence and Automation; Chapter 11: A BRIGHT FUTURE WITH OPERATIONAL EXCELLENCE
The Operational Excellence Crystal Ball

Sommario/riassunto

True operational excellence is not about "lean" or six sigma or any other methodology. Our world is too complex, too interconnected, and too fast moving for organizations to achieve dramatic results simply by eliminating waste and increasing standardization. Operational excellence is a mindset, and it requires a company culture that questions current models and focuses on adding value, making improvements, and increasing speed. Redefining Operational Excellence covers it all--processes, people, and operations--and shares specific strategies for finding money and performance boosts in areas b
