

1. Record Nr.	UNINA9910780426703321
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Titolo	The power of business process improvement [[electronic resource]] : 10 simple steps to increase effectiveness, efficiency, and adaptability / / Susan Page
Pubbl/distr/stampa	New York, : AMACOM, c2010
ISBN	1-61344-833-3 1-282-49271-3 9786612492716 0-8144-1479-6
Edizione	[1st edition]
Descrizione fisica	1 online resource (353 p.)
Disciplina	658.5/1
Soggetti	Workflow - Management Organizational effectiveness Management
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	CONTENTS; CHAPTER 1: The Roadmap: Learning How to Navigate; CHAPTER 2: Step 1: Develop the Process Inventory: Identifying and Prioritizing the Process List; CHAPTER 3: Step 2: Establish the Foundation: Avoiding Scope Creep; CHAPTER 4: Step 3: Draw the Process Map: Flowcharting and Documenting; CHAPTER 5: Steps 4-5: Estimate Time and Cost and Verify the Process Map: Introducing the Process and Cycle Time and Gaining Buy-In; CHAPTER 6: Step 6: Apply Improvement Techniques: Challenging Everything; CHAPTER 7: Step 7: Create Internal Controls, Tools, and Metrics: Making It Real CHAPTER 8: Step 8: Test and Rework: Making Sure It Works CHAPTER 9: Step 9: Implement the Change: Preparing the Organization; CHAPTER 10: Step 10: Drive Continuous Improvement: Embracing the New Mindset; CHAPTER 11: Create the Executive Summary: Getting the Recognition; CHAPTER 12: Case Study: Sharing a Real-World Example; INDEX
Sommario/riassunto	"A good process eliminates wasted time." - Bill Gates

