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Autore	Melton Trish
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write a business case; Handy hints; And finally...; Chapter 6 Benefits realization; Realization planning; Tool: Benefits Realization Risk Tool; Delivery of the explicit benefits; Delivery of the implicit benefits; Tool: Customer Satisfaction Analysis Tool; Benefits sustainability; Tool: In Place-In Use Analysis Tool; Ending the project - sustaining the business; Evaluating success  
Handy hintsAnd finally...; Chapter 7 Short case studies; Case study A - the 'personal' project; Lessons learnt; Case study B - comparing different approaches to business case development; Lessons learnt; Case study C - the 'question mark' project; Lessons learnt; Chapter 8 Case Study One: product storage and distribution facility project; Situation; Potential project; Conclusions; Lessons learnt; Chapter 9 Case Study Two: pharmaceutical facility refurbishment project; Situation; Business case; Delivery; Benefits realization; Conclusions; Lessons learnt  
Chapter 10 Case Study Three: organizational change programmeSituation; Business case; Delivery; Benefits realization; Conclusions; Lessons learnt; Chapter 11 Case Study Four: hurricane preparedness project; Situation; Business case; Delivery; Benefits realization; Conclusions; Lessons learnt; Chapter 12 Appendices; Appendix 12-1 - 'Why?' Checklist; Appendix 12-2 - 'Benefits Realized?' Checklist; Appendix 12-3 - Economic Evaluation of Projects; Appendix 12-4 - 'How?' Checklist; Appendix 12-5 - Business Case Template; Appendix 12-6 - Simple Benefits Hierarchy Tool  
Appendix 12-7 - Roadmap Decision Matrix

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## Sommario/riassunto

Successful projects are the basis for the business many successful organisations, but many professionals lack the basic skills required to manage projects successfully. This book shows how to maximise the outcomes of projects and to ensure that the benefits arising from projects -- large or small -- are fully realized by the business. This key outcome can be easily overlooked or sidelined by the need to keep projects on track. Visually lead, to the point, with case studies and best practice guidelines throughout, the hard-won real world experience found in this book makes it a powerful

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