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Forts; Review The Mission and Vision; Assesses The Business Objectives; Identify Business Uses; Collect Data on Processes; Create Business-related Documents; Construct The Organizational Record; Examples; Asc Manufacturing; Kosal Bank; I-etsune Tailing; Lansing County; Lessons Learned; Problems You Might Encounter; What To Do Next; 3. Assess Technology And Industry Factors; Introduction; Observations on Technology; Remarks About Industry Factors; E-business; Objectives; Technological Objectives; Business Objectives Political Objectives End Products; Methods; Where To Start; Examine Your Current And System; Assess Potential Systems Technology; Construct The Improvement Table and Their Scorecard; Evaluate Your Industry And Competition; Create The Argument For Process Improvement; Examples; Asc Manufacturing; Kosal Bank; Hetsune Tailing; Lansing County; Lessons Learned; Problems You Might Encounter; What To Do Next; Part II: Define The New Business Processes; 4. Select The Right Processes; Introduction; Objectives; Technological Objectives; Business Objectives; Political Objectives; End Products Methods Where To Start; Determine Candidates; Identify Transactions; Define Alternatives for Process; Select The Right Processes; Develop Processes Corecards; Gain Management Approval for The Selection; Examples; Asc Manufacturing; Kosal Bank; Hetsune Tailing; Lansing County; Simco International Bank; Lessons Learned; Problems You Might Encounter; What To Do Next; 5. Examine Your Current Business Processes; Introduction; Objectives; Technological Objectives; Business Objectives; Political Objectives; End Products; Methods; Where To Start; Perform Initial Assessment Example of Analysis: Kosal Bank

Sommario/riassunto

Methods of improving business processes are developed on an ongoing basis, but few are successful. Common problems encountered include the failure of processes to meet expectations and the inability to sustain or replicate these business processes. Involvement of personnel at grassroots level, as well as at management level, is essential in implementing effective process improvement methods. The authors present a step-by-step approach to the issue of effective process improvement, offering more than 200 tips and guidelines as well as addressing specific common p
