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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