

1. Record Nr.	UNINA9910830336403321
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Titolo	Strategic benchmarking reloaded with six sigma [[electronic resource]] : improve your company's performance using global best practice // Gregory H. Watson
Pubbl/distr/stampa	Hoboken, N.J., : John Wiley & Sons, c2007
ISBN	1-119-19664-7 1-281-28431-9 9786611284312 0-470-13054-7
Edizione	[2nd ed.]
Descrizione fisica	1 online resource (358 p.)
Disciplina	658.4/013 658.4013
Soggetti	Benchmarking (Management) Six sigma (Quality control standard) Performance
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 (p. 304-308) and index.
Nota di contenuto	Strategic Benchmarking Reloaded with Six Sigma; Contents; Preface; THE ORIGINS OF STRATEGIC BENCHMARKING; BENCHMARKING AS AMANAGEMENT PRACTICE; THE BUSINESS BENEFITS OF STRATEGIC BENCHMARKING; THE CONTRIBUTION OF SIX SIGMA TO BENCHMARKING; ORGANIZATION OF THIS BOOK; Acknowledgments; Introduction: Benchmarking: The First 25 Years (1979-2004); THE DAWN BEFORE BENCHMARKING SCIENCE; BENCHMARKING-AN OPPORTUNITY THAT EMERGED FROM A CRISIS; MEANWHILE, CORPORATE PARTNERSHIPS AND SHARING FLOURISHED; THE DIFFUSION OF BENCHMARKING AS A PRACTICE; INSTITUTIONALIZATION OF THE PRACTICE OF BENCHMARKING MAINSTREAMING BENCHMARKING INTO BUSINESSCHALLENGES OF THE COMING YEARS AND E-BENCHMARKING; CONCLUSION; Part I: The Business Context of Benchmarking; Chapter 1: Stimulating Business Improvement by Benchmarking; INTRODUCTION; BENCHMARKING DEFINED ACCORDING TO CATEGORIES OF PRACTICE; BENCHMARKING

DEFINED ACCORDING TO SOURCES OF DATA; DEFINITIONS OF THE COMPONENTS OF A PROCESS BENCHMARKING STUDY; BENCHMARKING- A DISCIPLINE IN TOTAL QUALITYMANAGEMENT; UNDERSTANDING THE LOGIC OF A BENCHMARKING STUDY; SUMMARY OF EFFECTIVE BENCHMARKING PRACTICE

Chapter 2: Linking Six Sigma to Strategic Planning and

BenchmarkingAPPLYING A SYSTEMS APPROACH; STIMULUS: BEST PRACTICE OR THEORY OF OPERATIONS?; INVESTIGATING THE NATURE OF CHANGE; THE THEORY OF THEORIES; LEVERAGING CHANGE FOR COMPETITIVE ADVANTAGE; MANAGING YOUR ABILITY TO KNOW AND LEARN; ESTIMATING THE PREDICTABILITY OF PERFORMANCE; EVALUATING YOUR BUSINESS AS A SYSTEM; RECOGNIZING THE LEVERS OF CHANGE; LEARNING TO SEE DIFFERENTLY-SIX SIGMA RECOGNIZE; IMPROVING BY ADAPTATION-COMPLEXITY IS REALITY; LEARNING FROM COMPLEXITY THEORY; EXPLORATION VERSUS EXPLOITATION MANAGING YOUR CORE BUSINESS PROCESSESINTEGRATING BENCHMARKING WITH STRATEGIC PLANNING; DOING BENCHMARKING-BEING DANTOTSU!; Part II: The Process of Benchmarking; Chapter 3: Understanding the Essence of Process Benchmarking; INTRODUCTION; BUSINESS IMPROVEMENT AS A PROCESS; BENCHMARKINGWAS DEVELOPED AS AN ART AND IS TRANSITIONING TO A SCIENCE; LOADING SIX SIGMA INTO PROCESS BENCHMARKING; WHAT IS THE SIX SIGMA DMAIC PROCESS?; THE PROCESS OF BENCHMARKING; APPLYING THE BENCHMARKING PROCESS TO CONDUCT A STUDY; COMPARATIVE ANALYSIS AND COMPETITIVE ADVANTAGE; BENEFITS AND PITFALLS OF BENCHMARKING

SUMMARYChapter 4: Making Statistical Comparisons in Benchmarking; INTRODUCTION; CONTRIBUTION OF THE SIX SIGMAMOVEMENT; THE NATURE OF COMPARISON; THE NATURE OF PERFORMANCEMEASUREMENT; TYPES OF DATA USED FOR COMPARISON; COLLECTING DATA TO EVALUATE PERFORMANCE; JUDGING THE GOODNESS OF A MEASUREMENT SYSTEM; STATISTICAL ANALYSIS FUNDAMENTALS; THE SUPERIORITY OF STATISTICAL COMPARISONS; TYPES OF BENCHMARKING COMPARISONS; GRAPHICAL PRESENTATION OF BENCHMARKING STUDY RESULTS; VERBAL REPRESENTATIONS OF THE STUDY RESULTS; WHAT CAN GO WRONG IN A STATISTICAL COMPARISON?; SUMMARY OF COMPARATIVE ANALYSIS Chapter 5: Applying Benchmarking Results for Maximum Utility

Sommario/riassunto

A new update of the classic text on benchmarking Strategic Benchmarking Reloaded with Six Sigma updates benchmarking, the revolutionary business performance methodology, by adding statistical concepts from Six Sigma. These two methodologies combine to form a powerful platform for improving any company's overall performance. This new revision reviews the first twenty-five years of development in benchmarking and features new appendices, case studies, and topics, making this the most complete and comprehensive coverage of the subject available. Topics include:* Stimulat
