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| Nota di contenuto       | Cover; Achieve Lasting Process Improvement; Copyright; Contents; Preface; Part I: Prepare For Process Improvement; 1. Introduction; What Are Business Processes?; What Are Characteristics Of Processes?; What Is Process Improvement?; Process Improvement Has A Long History; What Are The Goals Of Process Improvement?; What Have Been Some Methods Of Process Improvement?; What Is Six Sigma?; What Is The Approach For Six Sigma?; Myths About Process Improvement?; 15 Reasons Why Process Improvement Methods Fail; 25 Critical Success Factors For Process Improvement; The Goals Of The Approach A Down-to-earth Approach To Process Improvement Strategy: General Rocicism Provemnt; Strategy2: Directepdr Ocesims Provemnt; What Is Different About The Approach?; The Organization Of The Book; Examples; Asc Manufacturing; Kosal Bank; Hetsun Retailing; Lansing County; Lessons Learned; What To Do Next; Chapter 2 Understand Your Business; Introduction; Objectives; Technical Objectives; Business Objectives; Political Objectives; End Products; Methods; The Drivers of Improvement; Gain Management Support; Wkeret O Start; Plan Your Process Improvement Ork Establitshe Procesism Provemenotr GanizationEvaluatper Eviouesf |

Forts; Reviewt He Missionan D Vision; Assests He Businesosb Jectives; Identifyb Usinesisss Ues; Collecdt Atao N Processes; Createb Usiness-relatiemdpr Ovementt Ables; Constructth E Organizatisocno Recard; Examples; Asc Manufacturing; Kosal Bank; I-etsurne Tailing; Lansincgo Unty; Lessons Learned; Problemsyou Might Encounter; What To Do Next; 3. Assess Technology And Industry Factors; Introduction; Observatioonn St Echnology; Remarksa Bout Industryf Actors; E-busine; Objectives; Technicoablj Ectives; Businesosb Jectives Politicaolb JectivesEnd Products; Methods; Wheret O Start; Examinye Ourc Urrentit And System; Assessp Otentiasyls Temasn D Technology; Constructth E Improvementta Bleasn D Theit Scorecard; Evaluatyeo Ur Industry And Competition; Createth E Argument For Procesism Provemnt; Examples; Asc Manufacturing; Kosalb Ank; Hetsurne Tailing; Lansincg Ounty; Lessons Learned; Problems You Might Encounter; What To Do Next; Part II: Define The New Business Processes; 4. Select The Right Processes; Introduction; Objectives; Technicoablj Ectives; Businesosb Jectives; Politicaolb Jectives; End Products MethodsWheret O Start; Determinpre Ocescsa Ndidates; Identifyt Ransactions; Definael Ternativger Oupso F Processes; Selectt He Rightp Rocesgsr Oup; Developpr Ocesgsr Oups Corecards; Gainm Anagemenatp Provalfo R The Selection; Examples; Asc Manufacturing; Kosal Bank; Hetsunr Etailing; Lansincg Ounty; Simcoi Nternationabla Nk; Lessons Learned; Problemsyou Might Encounter; What To Do Next; 5. Examine Your Current Business Processes; Introduction; Objectives; Technicoablj Ectives; Businesosb Jectms; Politicaolb Jectives; End Products; Methods; Wherteo Start; Performan Initiaal Sssessment Examploef Analysiks:o Salb Ank

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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

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