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Titolo	Process improvement : enhancing your organization's effectiveness // Eileen Flanigan, Jon Scott
Pubbl/distr/stampa	Menlo Park, Calif., : Crisp, c1995
ISBN	1-4175-2527-4
Descrizione fisica	1 online resource (118 p.)
Collana	A fifty-minute series book
Soggetti	Organizational effectiveness Management
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di contenuto	<p>""TITLE""; ""COPYRIGHT""; ""ABOUT THE AUTHORS""; ""CONTENTS""; ""INTRODUCTION""; ""PART I What Is Process Improvement?""; ""THE CONCEPT IS SIMPLE!""; ""Why Not Always Use Process Reengineering if the Payoff Is Higher?""; ""Process versus Task""; ""HOW PROCESS IMPROVEMENT FITS IN WITH OTHER WAYS TO IMPROVE""; ""What Value Does Process Improvement Offer?""; ""Ensuring Successful Process Improvement""; ""YOUR CHALLENGE IS CLEAR!""; ""Overcome the Doom Predictors!""; ""Work Your Problem!""; ""PART II Identifying the Players""; ""THE CUSTOMER IS #1""; ""Working with External Customers""</p> <p>""GETTING CUSTOMER FEEDBACK""""Sample Questions:""; ""Expanding the Role of the Internal Customer""; ""THE NEXT MOST IMPORTANT PERSON""; ""Work Your Problem!""; ""PART III Ensuring Success""; ""FIND PROCESSES THAT NEED IMPROVEMENT""; ""Measurements and Benchmarking""; ""Measurements at Work and Play""; ""REASON #1: Employees fear and mistrust measurements.""; ""REASON #2: There is a general lack of understanding of what or how to measure.""; ""REASON #3: The results of measurements are typically not shared in an open manner.""</p> <p>""REASON #4: Most people make the process of measuring harder than it needs to be.""""Measure the Pulse Points""; ""HOW GOOD IS GOOD?""; ""Don't Forget Benchmarking""; ""Knowing What to Expect Really Helps!""; ""PLAN FOR YOUR SUCCESS""; ""Pick the Right Process""; ""Criteria for Picking the Right Process""; ""Common Mistakes in Process</p>

Selection"; "PROJECT PLANNING"; "Identifying Participants"; "Setting Specific and Measurable Goals"; "Creating Task Listing and Scheduling"; "Getting Project Approval"; "Work Your Problem!"; "PART IV Understanding What Needs Changing" "WHERE TO BEGIN?" "Begin with Your a€œAs-Isa€? Process"; "Inputs to Your Process"; "Tasks Within Your Process"; "Work Flow Between Tasks Within Your Process"; "Value Created Within your Process"; "Outputs of Your Process"; "CREATE YOUR OWN PROCESS MAP"; "A Process List Example for a€œDecks a€?R Usa€?"; "PROCESS MAP AND PROCESS LIST GUIDELINES"; "Determine if Each Step Adds Value"; "Congratulations!"; "Take Advantage of Work Already Done!"; "What to Expect at This Phase"; "BEWARE OF BECOMING STUCK IN THE a€œAS-ISa€?"; "Work Your Problem!" "PART V Getting Where You Want to Be" "IDENTIFY THOSE PESKY PROBLEM AREAS"; "Eliminate Non-Value Added Steps"; "Backlogs of Work"; "Errors and Quality Issues"; "Hand-offs Between People or Organizations"; "Physical Movement of People or Work"; "Changeover Times of Equipment or People"; "Dealing with the Unpredictable"; "So Many Issues and So Little Time"; "COME UP WITH EFFECTIVE OPTIONS"; "SELECT THE RIGHT SOLUTION"; "PLAN YOUR IMPLEMENTATION"; "Follow Through after Implementation"; "Begin Again"; "What to Expect at this Phase"; "Work Your Problem!" "PART VI Getting Changes to Stick"

## Sommario/riassunto

The critical skills outlined in this book teach you to quickly grasp what process improvement is all about, learn specific tools and techniques applicable to every business, understand what needs changing and create a process map, and implement changes and measure their effectiveness.