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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	""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"" ""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."" ""REASON #4: Most people make the process of measuring harder than it needs to be.""""Measure the Pulse Points""; ""HOW GOOD IS GOOD?""; ""Dona€?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

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.