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Forts; Reviewt He Missionan D Vision; Assests He Businessb Jectives; Identifyb Usinesiss Ues; Collected Atao N Processes; Createb Usiness-relatiendpr Ovementt Ables; Constructth E Organizatisocno Recard; Examples; Asc Manufacturing; Kosal Bank; I-etsurne Tailing; Lansingco 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; Businessb Jectives Politicaolb JectivesEnd Products; Methods; Wheret O Start; Examineye 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; Lansingc 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; Businessb 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; Lansingc Ounty; Simcoi Nternationabla Nk; Lessons Learned; Problemsyou Might Encounter; What To Do Next; 5. Examine Your Current Business Processes; Introduction; Objectives; Technicoablj Ectives; Businessb Jectms; Politicaolb Jectives; End Products; Methods; Wherteo Start; Performan Initiaal Sssessment Examploef Analysiks:o Salb Ank

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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