Business Process Improvement The Breakthrough Strategy For Total Quality Productivity And Competitiveness

Andrew P. Sage, William B. Rouse

Business Process Improvement: The Breakthrough Strategy for Total Quality, Productivity, and Competitiveness
H. James Harrington, 1991-04-22

Business Process Improvement Harrington, 2005-04 The time is ripe for Business Process Improvement. This step-by-step guide shows you how to implement process in your support and service organizations by modifying simple techniques that the manufacturing sector has been using for years, as well as new ones developed just for the white-collar environment. BPI is not an untried theory; it is a proven process developed by Ernst & Young, the world's leading professional service firm, with over 80,000 employees around the world. Companies such as IBM, Corning Glass, and Boeing have already embraced this new approach and seen some startling improvements.

Operational Excellence James William Martin, 2021-01-27 Operational Excellence, Second Edition – Breakthrough Strategies for Improving Customer Experience and Productivity brings together leading-edge tools, methods, and concepts to provide process improvement experts a reference to improve their organization’s quality, productivity, and customer service operations. Its major topics include alignment of strategy to the design of supporting systems to meet customer expectations, manage capacity, and improve performance. It provides a concise and practical reference for operational excellence. Its fourteen chapters lead a reader through the latest tools, methods, and concepts currently used to capture voice of customers, partners, and other stakeholders, new strategies for the application of Lean, Six Sigma, as well as product and service design across diverse industries, including manufacturing to financial services. This book operates from three premises: Organizations can increase competitiveness in an era of globalization through the application of voice-of applications, Design Thinking, the integration of the Information Technology Ecosystem’s new tools and methods integrated with proven Lean and Six Sigma applications Operational performance correlates to an organization’s financial, operational, and resultant productivity, as well as with shareholder economic value add (EVA) metrics and can be measured and improved using the compact set of tools and methods.
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analysis, operational assessments, project management, and other supporting topics. Each chapter contains tools and
methods that will help readers identify areas for operational improvements. It contains ~300 figures, tables, and checklists to
help increase organizational productivity. Practical examples are integrated through the book.

Business Process Improvement Workbook: Documentation, Analysis, Design, and Management of Business Process
Improvement H. James Harrington,E. K. C. Esseling,H. van Nimwegen,1997-04 Enables you to improve quality, productivity,
and competitiveness the business process improvement way. This workbook shows you how to: understand and set process
improvement goals; eliminate bureaucracies, duplication, and obsolescence; evaluate information management; research
cycle time; analyze functions and tasks in administration; and more.

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**The Power of Business Process Improvement** Susan Page, 2015-11-04 This book provides business professionals with the clearest, easiest roadmap to achieving highly effective departments and organizations. Are you baffled by how your department can keep making the same mistakes? Do you feel you have been climbing an unending, uphill battle trying to focus your employees’ limited time on more valuable work? These obstacles are so common in business that the solution to getting past them even has a name--business process improvement (BPI). Thankfully, though, you don’t have to be a BPI expert to resolve these situations and find the results your business needs to find success again. Written by experienced process analyst Susan Page, The Power of Business Process Improvement is the resource you need to find a simple, bottom-line approach to process improvement work. By implementing its proven 10-step method, you will be able to: Eliminate duplication and bureaucracy, Control costs, Establish internal controls to reduce human error, Test and rework the process before introducing it, Implement the changes Complete with software suggestions, quizzes, a comparison of industry improvement methods, and examples to help you apply the ideas, The Power of Business Process Improvement is your solution to turning your business into the well-oiled machine you know it can be.


**Business Process Improvement Toolbox** Bjørn Andersen, 2007-04-04 This best-seller is fully revised and updated! Its goal is still to give readers practical insight into how they can create a coherent business process improvement system. Author Bjørn Andersen works from the premise that consistently working on improving various aspects of how things are done, large and small, is the key to success for any organization. The first half presents an overall business process improvement model, with the ensuing chapters dealing with topics of understanding and modeling your current business processes, using performance measurement in improvement work, creating a business process improvement roadmap, and organizing for improvement work. The second half of the book presents the overall toolbox, followed by one chapter for each phase of the overall improvement model. For each of these phases, a selection of suitable tools is presented with background, steps to use
them, and an example of their use. The final two chapters contain two more extensive case studies illustrating the use of the full methodology. And finally, a number of templates can be found at the very end of the book, templates that support most of the tools presented. This book is suitable for employees and managers at any organizational level in any type of industry, including service, manufacturing, and the public sector. It should also be useful as a textbook for students in courses relating to quality management and continuous improvement.

The Leading Practice of Decision Making in Modern Business Systems Elena G. Popkova, Alina V. Chesnokova, 2019-12-02
Concentrating on the Russian model, this book reflects the leading practical experience of decision making in modern business systems and presents innovative technologies and perspectives to optimize this process.

Total Quality Management G. Kanji, 2012-12-06
In this book leading experts including George Box, Noriaki Kano, Yoshio Kondo, John Oakland and James Harrington, analyse and document various aspects of Total Quality Management. Contributions range from discussions of the principles, strategy, culture, leadership, eduction and benchmarking to world class experience and achieving excellence both in the manufacturing and service industries. With over 100 contributions this book is an invaluable resource for the total quality managment journey. It will be of special interest to educationalists, academics, senior managers and directors, and quality practitioners from both the public and private sectors.

Design for Operational Excellence: A Breakthrough Strategy for Business Growth Kevin J. Duggan, 2011-09-16
Beyond Six Sigma and Lean! Design your processes to facilitate real business growth, in both healthy and unhealthy economies Design for Operational Excellence defines why companies embark upon continuous improvement—and the true answer is not to improve efficiency, quality, or eliminate waste! The reason is to achieve Operational Excellence. Duggan, an established authority on OpEx, provides the design criteria and guidelines that enable you to grow your business organically by refocusing management’s attention from running the business to growing the business. Founded on eight key principles, this groundbreaking system facilitates the continuous flow of value into any operation—from customer service to sales to manufacturing. Kevin J. Duggan is a renowned speaker, executive mentor, and educator in applying advanced lean techniques to achieve Operational Excellence and the author of two books on the subject: Creating Mixed Model Value Streams and The Office That Grows Your Business—Achieving Operational Excellence in Your Business Processes. As the Founder of the Institute for Operational Excellence, the leading educational center on Operational Excellence, and Duggan Associates, an international training and advisory firm, Kevin has assisted many major corporations worldwide, including United Technologies Corporation, Caterpillar, Pratt & Whitney, Singapore Airlines, IDEX Corporation, GKN and Parker Hannifin. A recognized expert on Operational Excellence, Kevin is a frequent keynote speaker, master of ceremonies, and panelist at international conferences, and has appeared on CNN and the Fox Business Network.

Business Process Modeling, Simulation and Design Manuel Laguna, Johan Marklund, 2018-12-07
Business Process
Modeling, Simulation and Design, Third Edition provides students with a comprehensive coverage of a range of analytical tools used to model, analyze, understand, and ultimately design business processes. The new edition of this very successful textbook includes a wide range of approaches such as graphical flowcharting tools, cycle time and capacity analyses, queuing models, discrete-event simulation, simulation-optimization, and data mining for process analytics. While most textbooks on business process management either focus on the intricacies of computer simulation or managerial aspects of business processes, this textbook does both. It presents the tools to design business processes and management techniques on operating them efficiently. The book focuses on the use of discrete event simulation as the main tool for analyzing, modeling, and designing effective business processes. The integration of graphic user-friendly simulation software enables a systematic approach to create optimal designs.

Handbook on Business Process Management 2  Jan vom Brocke, Michael Rosemann, 2010-09-22  Business Process Management (BPM) has become one of the most widely used approaches for the design of modern organizational and information systems. The conscious treatment of business processes as significant corporate assets has facilitated substantial improvements in organizational performance but is also used to ensure the conformance of corporate activities. This Handbook presents in two volumes the contemporary body of knowledge as articulated by the world’s leading BPM thought leaders. This second volume focuses on the managerial and organizational challenges of Business Process Management such as strategic and cultural alignment, governance and the education of BPM stakeholders. As such, this book provides concepts and methodologies for the integration of BPM. Each chapter has been contributed by leading international experts. Selected case studies complement their views and lead to a summary of BPM expertise that is unique in its coverage of the most critical success factors of BPM.

Handbook of Systems Engineering and Management  Andrew P. Sage, William B. Rouse, 2014-12-31  The trusted handbook—now in a new edition This newly revised handbook presents a multifaceted view of systems engineering from process and systems management perspectives. It begins with a comprehensive introduction to the subject and provides a brief overview of the thirty-four chapters that follow. This introductory chapter is intended to serve as a field guide that indicates why, when, and how to use the material that follows in the handbook. Topical coverage includes: systems engineering life cycles and management; risk management; discovering system requirements; configuration management; cost management; total quality management; reliability, maintainability, and availability; concurrent engineering; standards in systems engineering; system architectures; systems design; systems integration; systematic measurements; human supervisory control; managing organizational and individual decision-making; systems reengineering; project planning; human systems integration; information technology and knowledge management; and more. The handbook is written and edited for systems engineers in industry and government, and to serve as a university reference handbook in systems engineering.
Exploring Process Management as a Means for Greening Road Freight Transport

Priscilla Navarro, 2019-11-18  Research has proven that we need to reduce our environmental impact. Sweden has set a goal to become fossil free by 2045. The increasing amount of transport and the need to reduce its environmental effects has put pressure on the companies of the road freight transport sector. Therefore, this business sector needs research actions to find tools that will assist in the greening of its services and operations. My research is a contribution to these efforts from a managerial point of view. Process management is a methodology taken from Total Quality Management (TQM) that has been used in several business sectors to improve business performance. Its process orientation and focus on customers allow companies to identify and satisfy the current and latent needs of their customers. Until now, TQM has targeted customer needs. However, it is experiencing a shift towards incorporating societal needs into the equation. Environmental sustainability is becoming a societal requirement for companies in all sectors. Hence, the purpose of my research is to explore the possibilities of using process management to support the greening of small and medium-sized companies within the road freight transport sector. The frame of reference for my study is based on three well-established domains in academia and their intersections. These domains are: process management, road freight transport and environmental sustainability. I have used qualitative methods for my research. Specifically, I performed a case study at two medium-sized Swedish companies within the road freight transport business sector. The data collection methods involved document studies, observations and interviews at each case company. The case study was performed using an action research approach, which involved setting up meetings, seminars and workshops with each case company. Additionally, joint workshops were performed, which allowed me to observe and obtain results from the interactions between the companies. The analysis is presented for each case separately and then for their interactions. The results are compared with the existing literature from the three domains. I based my research on three research questions. The first was intended to identify the principles and tools within process management that may be applied to road freight transport companies interested in implementing this methodology to enhance their environmental sustainability. I concluded that these principles were present in the companies and are needed for the implementation of process management. The tools included in this methodology can be associated with environmental initiatives performed by the companies in support of their greening. The second research question refers to the benefits and challenges that companies in this business sector may face when implementing process management methodology. I conclude that most of the expected benefits of process management were confirmed. Additionally, a new benefit was observed: reducing the environmental effect of their services can interest current customers and attract new customers to road freight transport.
The challenges identified during the case study include: resistance to change, lack of knowledge and resource allocation limitations. I also confirmed that a stepwise implementation of process management increases the likelihood of the success of the methodology. Hence, underdeveloped management systems are also a challenge when this methodology is used in freight transport companies. The third and final research question involves the adaptations required for process management to enhance environmental sustainability in companies in this business sector. I refer to each of the challenges found and suggest certain requirements for the companies to apply this methodology. Clear communication from top management, the training of employees and the involvement of all employees are some of these requirements. Moreover, to incorporate the environmental aspects clearly, I suggest environmental efforts for each step in the implementation of process management. By including these efforts in the process maturity model, I conclude that road freight transport companies could use process management as a means of enhancing environmental sustainability.


The Basics of Process Improvement Tristan Boutros, Jennifer Cardella, 2017-07-27 Unlike other books that promote a specific process and performance improvement discipline, this book shows organizations how to achieve success by fixing basic operational issues and problems using a broad and wide-sweeping process-based toolkit. In addition, it helps individuals who have worked in stale- or siloed-thinking enterprises make the tra


Quality in Higher Education Brent D. Ruben, The concept of quality in higher education is by no means a new one. By one set of definitions or another, colleges and universities throughout the world have always held the pursuit of excellence as their primary goal. Why then has the quality approach, developed and popularized in industry, and how increasingly applied in health care and government, receiving so much attention in higher education at this moment? What does this perspective add to the approaches to excellence with which they have long embraced? These are the two primary questions that this book
seeks to address. Chapters and contributors include: The New Productivity by Peter F. Drucker; World War II and the Quality Movement by J. M. Juran; The Quality Approach to Higher Education: Context of Concepts for Change by Brent Ruben; The Big Questions in Higher Education Today by L. Edwin Coate; An American Approach to Quality by Marilyn R. Zuckerman and Lewis J. Hatala; Quality in Higher Education: Critical Issues in Definition and Assessment by Brent Ruben; and Ten Areas for Future Research in Total Quality Management by A. Blanton Godfrey. The volume is graced with an opening essay by Francis L. Lawrence, president of Rutgers University. Higher education is in the public spotlight today due to the many challenges it now faces: rising tuition costs; frustration about a tight job market for graduates; calls for increased faculty productivity; concerns about political correctness; and criticisms regarding the use of grant and research funds, among others. Quality in Higher Education is a particularly timely book that will greatly benefit educators, university administrators, students, and sociologists, and all those who are interested in higher education today.

Mapping Work Processes Bjørn Andersen, Tom Fagerhaug, Bjørnar Henriksen, 2002-06-17 This peerless best-seller is a hands-on, step-by-step workbook of instructions on how to create flowcharts and document work processes. No other book even comes close in teaching practitioners these crucial techniques. The most noticeable change in this second edition is the inclusion of several new types of process maps. While the basic, straightforward flowchart is still extensively used, it has been supplemented by a number of other types, all of which serve different purposes. The authors have therefore expanded the variety of charts taught. All the mapping techniques have also been updated, the mapping exercise itself is put into a larger context, and organizational examples from many different industries are used throughout to help readers understand real-life applications of the material presented. Also new is an example case study carried throughout the entire book to illustrate the construction and use of the different types of process maps.

The Quality Improvement Glossary Donald L. Siebels, 2004-05-01 The benefits of using quality improvement techniques are well documented, and there are numerous books on the market explaining how to use these techniques in nearly every industry. But the world of quality is rife with unique and specific terminology, acronyms, catchphrases, theories, and noteworthy individuals. The breadth of material can be very confusing to anyone, and outright intimidating to those just beginning in the quality profession. Finally there is help!--nl--Novices as well as seasoned quality professionals will find The Quality Improvement Glossary to be the definitive source for quality-related terms, concepts, persons, and acronyms, making it an invaluable addition to any quality library. Written to serve as an easy-to-use guide to the often confusing world of quality improvement, it provides solid and concise explanations of more than 2,500 terms, as well as references to related concepts and information on how to uncover more in-depth information. Also included in its several appendices are noted influential persons in the quality field, a separate list of acronyms, SPC symbols and common formulas. With a plethora of quality-related knowledge at readers’ fingertips, this book is also very helpful when preparing for certification exams PRAISE FOR
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