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By Denise RobinsMedia TEXT ID 1423a3a6 Online PDF Ebook Epub Library this book youll learn key steps for carrying out a business process improvement initiative including how to plan a business process improvement initiative analyze and redesign a improving

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Business process improvement (BPI) is a set of disciplined approaches and tools that managers use to enhance their company's performance. As the name suggests, BPI (also called business process management, or BPM) focuses on changing business processes to improve their effectiveness. In organizations that use BPI: □ Managers and employees know their business processes and capture them in process maps, procedure manuals, or agreed-

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Improving Business Processes (Pocket Mentor) In challenging times, companies must serve their customers faster and more efficiently. This makes improving your business processes more critical than ever. In this book, you'll learn key steps for carrying out a business process improvement initiative, including how to:

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Description. In challenging times, companies must serve their customers faster and more efficiently. This makes improving your business processes more critical than ever. In this book, you'll learn key steps for carrying out a business process improvement initiative, including how to: -Plan a business process improvement initiative -Analyze and redesign a current process that needs improvement -Obtain the resources needed to change a process -Develop a systematic approach for creating and ...

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carrying out a business process improvement initiative, including how to: -Plan a business process improvement initiative -Analyze and redesign a current process that needs improvement -Obtain the resources needed to change a process -Develop a systematic approach for creating and implementing change

Every day on the job, you face common challenges. And you need immediate solutions to those challenges. The Pocket Mentor Series can help. Each book in the series is packed with handy tools, self-tests, and real-life examples to help you identify your strengths and weaknesses and hone critical skills. Whether you're at your desk, in a meeting, or on the road, these portable, concise guides enable you to tackle the daily demands of your work with speed, savvy, and effectiveness. The latest volume in the series: Executing Strategy

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That strategy you've defined for your group is brilliant--promising better market share, higher profits, or some other impressive business result. But your strategy won't deliver the expected outcomes if you and your group don't execute it that is, if you don't put it into action by implementing the right strategic initiatives. This volume helps you master the challenging art of strategy execution. You'll learn how to:

- Craft action plans for the strategic initiatives required to meet your goals
- Keep your action plans on course despite the inevitable setbacks and surprises
- Cultivate employees' sense of ownership and accountability for your plans
- Create a group culture in which everyone views strategy as their job

How do you decide on the best course of action for your company to take advantage of new opportunities? By building a business

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case. This book provides a framework for building a business case. You'll learn how to: Clearly define the opportunity you'll want to address in your business case Identify and analyze a range of alternatives Recommend one option and assess its risks Create a high-level implementation plan for your proposed alternative Communicate your case to key stakeholders

Whether you are looking for a way to create efficiencies, analyze the work that is being done, or provide better customer service or innovation, you are ultimately looking for a tool to better understand processes. This book discusses the complete cycle of business process mapping and links business objectives, risks and measures of success to the processes being mapped.

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Leading teams is an essential skill every manager must possess. To do it effectively, you must know how to instill commitment in your team, improve communication among group members, and diagnose common problems that can derail a team. In this book, you'll find valuable advice and proven strategies for managing teams, including how to:

- Diagnose common problems that can impede team progress
- Take corrective measures to remove team problems and improve performance
- Resolve team conflicts
- Promote interdependence within teams

Organizations want--and need--to track the changes in their overall performance. And the divisions, units, teams, and individuals within

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these organizations engage in similar success measurement. Performance Measurement explains the importance of regularly monitoring your group's performance and introduces formal measurement practices. You'll learn to Apply a disciplined process to performance measurement Set targets and communicate data effectively Use performance management as a coaching and development tool Meet Your Mentor Robert S. Kaplan is Baker Foundation Professor at the Harvard Business School and Chairman of the Practice Leadership Committee of Palladium, Executing Strategy. He has authored or coauthored 14 books, 18 Harvard Business Review articles, and more than 120 other papers. The Pocket Mentor series offers immediate solutions to the challenges managers face on the job every day. Each book in the series is packed with handy tools, self-tests, and real-life examples to help

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you identify strengths and weaknesses and hone critical skills. Whether you're at your desk, in a meeting, or on the road, these portable guides enable you to tackle the daily demands of your work with greater speed, savvy, and effectiveness.

The Pocket Mentor series offers immediate solutions to the challenges managers face on the job every day. Each book in the series is packed with handy tools, self-tests, and real-life examples to help you identify strengths and weaknesses and hone critical skills. Whether you're at your desk, in a meeting, or on the road, these portable guides enable you to tackle the daily demands of your work with greater speed, savvy, and effectiveness. Managing employee growth is critical to your organization's success. But to develop your employees effectively, you must have certain skills,

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such as the ability to seek out opportunities, set goals, and provide feedback. This volume teaches you to:

- Assess developmental needs
- Understand and take into account differences between your employees
- Use a Performance and Potential grid to determine next steps
- Conduct a career development discussion

Millions of readers remember *The Goal*, the landmark business novel that sets forth by way of story the essential principles of Eliyahu Goldratt's innovative methods of production. Now, from the AGI-Goldratt Institute and Jeff Cox, the same creative writer who co-authored *The Goal*, comes *VELOCITY*, the book that reveals how to achieve outstanding bottom-line results by integrating the world's three most powerful continuous improvement disciplines: Lean, Six Sigma, and Goldratt's Theory of Constraints. Used by the

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United States Navy and United States Marine Corps to dramatically improve some of the most complex, logistically vast supply chains in the world, the VELOCITY APPROACH draws on the strengths of all three disciplines to deliver breakthrough performance gains. In physics, speed with direction is velocity; in business, the application of VELOCITY means your organization can achieve operational speed with strategic direction to outmaneuver competitors, gain loyalty with customers, and rapidly build sustainable earnings growth -- in as little as one or two business quarters. Dee Jacob and Suzan Bergland, two principals of AGI, have been teaching the concepts, techniques, and tools of VELOCITY to major corporations, including Procter & Gamble, ITT, and Northrop Grumman, for years. Now they unlock the door for you to see how to apply their insights and methods to your

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organization -- be it business, not-for-profit, manufacturing, or service based -- in order to shorten lead times, slash inventories, reduce production variability, and increase sales. Writer Jeff Cox returns with the vivid, realistic style that made *The Goal* so readable yet so edifying. Thrust into the presidency of the subsidiary company where she has managed sales and marketing, Amy Cieolara is mandated by her corporate superiors to implement Lean Six Sigma (LSS) in order to appease a key customer. Assigned to help her is LSS Master Black Belt Wayne Reese, installed as her operations manager. But as time goes on and corporate pressure mounts, Amy finds she has to start thinking for herself -- and learning from everyone around her -- and she arrives at the series of steps that form the core of the VELOCITY APPROACH. VELOCITY offers keen insight into the human and organizational

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factors that so often derail growth while teaching you proven, practical techniques for restarting and revving up the internal engines of your company to reach new levels of success. Colorful characters, believable situations, and everything from dice games to AGI's "reality tree" techniques make this business novel a vital resource for everyone seeking to deliver business improvement in these challenging economic times -- and far into the future.

This user-friendly guide presents the proven strategies of top experts on creating and guiding effective work teams From recruiting and motivating members to setting ground rules and mediating problems, *Leading Teams* arms managers with a step-by-step plan and practical tools for maximizing productivity in any team setting. Key features Instructs readers how to: Organize a team

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with complimentary skills Clarify team goals, roles, and responsibilities Foster trust, creativity, and risk-taking Get teams back on track after a setback Collaborate to achieve team objectives

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