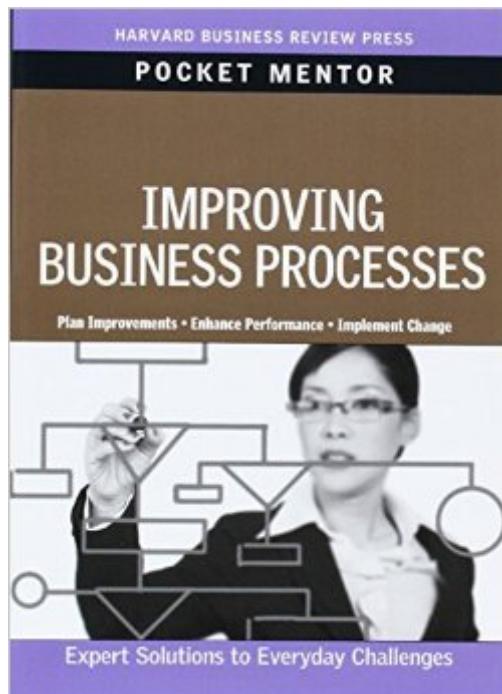


The book was found

Improving Business Processes (Pocket Mentor)



Synopsis

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 implementing change

Book Information

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Average Customer Review: 4.0 out of 5 starsÂ See all reviewsÂ (37 customer reviews)

Best Sellers Rank: #142,938 in Books (See Top 100 in Books) #128 inÂ Books > Business & Money > Management & Leadership > Management Science #752 inÂ Books > Business & Money > Skills > Communications

Customer Reviews

I just finished this book and I feel I got what I wanted. The book delivered what it promised: A roadmap to improve business processes. The book is short and to the point, which makes it easier to consult later when needed. Despite the provided few checklists, the book explains the high level roadmap for an improvement initiative without elaboration on the specific techniques or areas that relate to BPI. So if you are looking for a thorough book about BPM in general and its related topics such as Change Management or Requirements Discovery, you may want to choose another book with this one.

This book is intended to be perfect one for entering the BPI world. It will define in a short and concise way project management process in delivering one BPI project. It will not go in so many details, it is more an overview with some basic examples. Also, you will find some useful documents

that will help you in structuring the BPI project (plan, organize, gather team etc.).If you are a beginner in BPI this is definitely a book for you but if you are searching for more details maybe you should look on the other place.

This little book is a great take along for the Business Process Management courses. It is not the exact step by step but you get a better idea of what to do along the way. This company also has these little books for other business areas - take a look...Thank you Ingrid

I will keep this very short... with experience in BPM, Lean/DMAIC and Six Sigma projects I hoped this Pocket Mentor would provide a quick intro to junior personnel... The processes and lack of details and out of sequence operations make it worse than nothing. We all have our way of doing things and I have seen things/projects done many different ways as far as TQM, BPM, Lean/DMAIC, PMBOK, etc. over the past 24 years in different markets (Aerospace & Defense, Medical, Various Manufacturing, Software, Claims Processing, Catastrophe Response, etc.)... I find no value in the way things are described in this book.

This is a handy guide to implementing Business Process Improvement. The language is simple and free from 'jargon' that is often linked to this subject matter. This easy to read guide removes the 'fear factor' and explains how anyone can achieve results in process efficiency.

This was a great purchase to get my gears working for BPI systems. I would have appreciated more details on creating the systems but for the price it was still a great deal. The six phase approach hits the nail on the head for process mapping for working with clients as well.

Product is simple, easy to read and gives good overview of Business Process Improvement. It is a good starter for someone totally out of the subject.

Content is direct and supported with business use cases - the small size of the Pocket Mentor series made it easy to accommodate while traveling. We used the steps suggested in the material to fortify an existing business process workflow and posted for public consumption: "eCommerce Growing Pains: a How-To Guide on Adapting your Workflow" on LinkedIn and tumblr. A solid reference with fast results.

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