

Improving Business Processes Pocket Mentor

Yeah, reviewing a ebook **Improving Business Processes Pocket Mentor** could grow your near connections listings. This is just one of the solutions for you to be successful. As understood, carrying out does not recommend that you have astonishing points.

Comprehending as well as deal even more than other will provide each success. neighboring to, the broadcast as capably as perspicacity of this Improving Business Processes Pocket Mentor can be taken as well as picked to act.

Measuring Performance - 2009-10-01

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

National Academies of Sciences, Engineering, and Medicine 2020-01-24

Mentorship is a catalyst capable of unleashing one's potential for discovery, curiosity, and participation in STEMM and subsequently improving the training environment in which that STEMM potential is fostered. Mentoring relationships provide developmental spaces in which students' STEMM skills are honed and pathways into STEMM fields can be discovered. Because

mentorship can be so influential in shaping the future STEMM workforce, its occurrence should not be left to chance or idiosyncratic implementation. There is a gap between what we know about effective mentoring and how it is practiced in higher education. The Science of Effective Mentorship in STEMM studies mentoring programs and practices at the undergraduate and graduate levels. It explores the importance of mentorship, the science of mentoring relationships, mentorship of underrepresented students in STEMM, mentorship structures and behaviors, and institutional cultures that support mentorship. This report and its complementary interactive guide present insights on effective programs and practices that can be adopted and adapted by institutions, departments, and individual faculty members.

UX Design and Usability Mentor Book - Emrah Yayici 2014-04

UX Design and Usability

Downloaded from
test.uni.caribe.edu.doon
by guest

Mentor Book includes best practices and real-life examples in a broad range of topics like: UX design techniques Usability testing techniques such as eye-tracking User interface design guidelines Mobile UX design principles Prototyping Lean product development with agile vs. waterfall Use cases User profiling Personas Interaction design Information architecture Content writing Card sorting Mind-mapping Wireframes Automation tools Customer experience evaluation The book includes real-life experiences to help readers apply these best practices in their own organizations. UX Design and Usability Mentor Book is an extension of best-selling Business Analyst's Mentor Book. Thanks to the integrated business analysis and UX design methodology it presents, the book can be used as a guideline to create user interfaces that are both functional and usable.

Improving Business Processes - Harvard Business School Press 2010-08-01

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 The Pocket Mentorseries 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.

Executing Strategy - Harvard

Business Review 2009-08-01

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 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

The Little Black Book of Project Management - Michael Thomsett 2009-10-01

For nearly twenty years, *The Little Black Book of Project Management* has provided businesspeople everywhere with a quick and effective introduction to project management tools and methodology. The revised and updated third edition reflects the newest techniques, the latest project management software, as well as the most recent changes to the Project Management Body of Knowledge (PMBOK™). Readers will find invaluable strategies for organizing any project; implementing the Six Sigma approach; choosing the

project team; preparing a budget and sticking to it; scheduling, flowcharting, and controlling a project; preparing project documentation; managing communications; and much more. Project management has increasingly become about getting more and better results with fewer resources. In this fast-read solution for both seasoned and first-time project managers, author Michael C. Thomsett shares his not-so-little secrets to achieving the results professionals want, increasing their organizational ability, generating consistent profit, and gaining a reputation for both quality and dependability.

Coaching People - Patty McManus 2006

Most managers coach employees by giving them feedback and evaluating their performance, right? Wrong. Coaching differs markedly from other managerial functions. With its wealth of tips, worksheets, and self-assessments, this handy guide shows managers how to use coaching--not only to

strengthen direct reports' skills but also to rev up their performance to unprecedented levels.

Tribe of Mentors - Timothy Ferriss 2017

Life-changing wisdom from 130 of the world's highest achievers in short, action-packed pieces, featuring inspiring quotes, life lessons, career guidance, personal anecdotes, and other advice

Becoming a New Manager - 2008-08-06

You've just been promoted to a managerial position for the first time -- congratulations! But beware: the managerial role differs markedly from the individual contributor role. Go into the job with mistaken assumptions about what to expect, and you just may be blindsided by surprising realities. This book helps you lay the foundation for succeeding in your new role, explaining how to:

- Discard the "doer" role of the individual contributor for the orchestrating role of the manager
- Adjust your leadership style to maximize

your team's performance ·
Balance conflicting
expectations from your boss,
peers, and direct reports · Deal
productively with the stresses
and new emotions that come
with being a manager

Business Analyst's Mentor

Book - Emrah Yayici

2013-07-22

Business Analyst's Mentor
Book includes tips and best
practices in a broad range of
topics like: Business analysis
techniques and tools Agile and
waterfall methodologies Scope
management Change request
management Conflict
management Use cases UML
Requirements gathering and
documentation User interface
design Usability testing
Software testing Automation
tools Real-life examples are
provided to help readers apply
these best practices in their
own IT organizations. The book
also answers the most frequent
questions of business analysts
regarding software
requirements management.

*Operations and Process
Management* - Nigel Slack

2018-02-13

Written by best-selling authors
in their field, the fifth edition of
*Operations and Process
Management* inspires a critical
and applied mastery of the core
principles and process which
are fundamental to successfully
managing business operations.
Approaching the subject from a
managerial perspective, this
innovative text provides clear
and concise coverage of the
nature, principles, and practice
of operations and process
management.

Speed to Market - Vincent
Bozzone 2001

Lean manufacturing is the
single most effective way to
increase sales, cut costs,
improve margins, and secure
the future of a business. The
problem is that the principles
and philosophies of lean
manufacturing are geared
strictly to mass production
operations and can be
ineffective, even detrimental,
for smaller job shops and
make-to-order businesses.
Now, *Speed to Market* delivers
a proven approach for smaller
suppliers who want to
successfully cut their lead time

and trigger profitable growth. Completely updated and expanded, the book explains how to: * Apply the principles of pull, flow, and the elimination of waste to every area of the company, at every stage from quotes to cash* Implement a continuous improvement process while sidestepping the typical implementation pitfalls* Ease scheduling problems* Improve performance and profitability using the book's practical concepts, process analysis tools, and perspective-enhancing techniques and much more

Getting to Plan B - John Mullins
2009-09-08

You have a new venture in mind. And you've crafted a business plan so detailed it's a work of art. Don't get too attached to it. As John Mullins and Randy Komisar explain in Getting to Plan B, new businesses are fraught with uncertainty. To succeed, you must change the plan in real time as the inevitable challenges arise. In fact, studies show that

entrepreneurs who stick slavishly to their Plan A stand a greater chance of failing-and that many successful businesses barely resemble their founders' original idea. The authors provide a rigorous process for stress testing your Plan A and determining how to alter it so your business makes money, solves customers' needs, and endures. You'll discover strategies for: - Identifying the leap-of-faith assumptions hidden in your plan -Testing those assumptions and unearthing why the plan might not work - Reconfiguring the five components of your business model-revenue model, gross margin model, operating model, working capital model, and investment model-to create a sounder Plan B. Filled with success stories and cautionary tales, this book offers real cases illustrating the authors' unique process. Whether your idea is for a start-up or a new business unit within your organization, Getting to Plan B contains the road map you need to reach success.

Downloaded from
test.uni.caribbean.edu/doi
by guest

**Getting Everything You Can
Out of All You've Got** - Jay

Abraham 2001-10-12

A consultant to some of America's leading corporations shares key insights and ideas on how to supercharge one's business and career, explaining how to create and develop new opportunities for wealth in any business, enterprise, or venture. Reprint. 50,000 first printing.

Shaping Your Career -

2008-02-18

Your career is not a one-time decision made early in life. Rather, you refine or redefine it as you grow professionally. This volume helps you:

- Recognize when it's time for a change
- Articulate the business activities that interest you most deeply
- Assess your skills and values
- Update your skills to remain competitive in the workforce
- Spot and seize advantage of career-development opportunities

Velocity - Dee Jacob

2009-12-29

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 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 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 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.

Retaining Employees -

Harvard Business Review
2010-09-09

What can you, as a manager, do to attract top talent and keep your company's high-performing employees? In *Retaining Employees*, you'll

Downloaded from
est.unicaribbean.edu/doi
by guest

learn ways to stay competitive in the war for talent by using creative and effective retention strategies, including: Managing or removing common obstacles to retention, such as burnout and work-life imbalance
Developing programs to better meet employees' diverse needs and interests
Hiring the right employees in order to improve retention

Digital Transformation Of The Supply Chain: A Practical Guide For Executives - Sameer Shukla
2021-06-18

This book unravels the complexities of supply chain process transformation by explaining step-by-step, in simple terms, the requirements for success from the basics to the implementation of this complicated task. The book provides insights into how to lead the transformation project and how to manage the change internally and externally. The authors' hands-on experience in the field via applied research is clearly illustrated in the case studies, which provide the reader with practical examples

of the challenges and benefits of implementing a digital supply chain transformation project. This is a must-have book for all supply chain and operations professionals.

Fostering Creativity - Harvard Business School Press
2010-03-01

"To keep your business competitive, you must innovate constantly. This book will teach you how to unleash your company's innovative powers by leveraging employees' unique experiences, thinking styles, and expertise. You'll learn proven strategies for unlocking your team's creative energies, including how to: identify opportunities for innovative solutions, develop an environment conducive to creativity, move your team from brainstorming to project evaluation."--Cover.

Delegating Work - Harvard Business School Press 2008
Delegation isn't simply a matter of offloading what you don't want, or don't have the time to do. Done properly, it helps teams work more efficiently, helps employees

develop their individual skills, and reduces managerial burn out. Delegating Work will help you match the person to the assignment, setting the stage for success-- your team's and your own.

Bridging Differences for Better Mentoring - Lisa Z. Fain

2020-02-26

This first comprehensive guide to helping mentors and mentees bridge gaps between and among cultures—a growing issue in today's diverse workplace—is coauthored by the founder and CEO of the Center for Mentoring Excellence. As the workplace has become more diverse, mentoring has become more challenging. Mentors and mentees may come from very different backgrounds and have limited understanding of each other's cultures and outlooks. But mentoring remains the most powerful tool for creating meaningful relationships, furthering professional development, and increasing engagement and retention. Younger workers and emerging leaders in

particular are demanding it.

Lisa Z. Fain and Lois J. Zachary offer a timely, evidence-based, practical guide for helping mentors develop the level of cultural competency needed to bridge differences. Firmly rooted in Zachary's well-known four-part mentoring model, the book uses three fictional scenarios featuring three pairs of diverse mentors and mentees to illustrate how key concepts can play out in real life. It offers an array of accessible tools and strategies designed to help you increase your self-awareness and prepare you to embrace and leverage differences in your mentoring relationships. But beyond tips and techniques, Fain and Zachary emphasize that authenticity is the key—the ultimate purpose of this book is to help the mentor and mentee make a genuine connection and learn from each other. That's when the magic really happens.

A Guide to Six Sigma and Process Improvement for Practitioners and Students - Howard S. Gitlow 2015

Downloaded from
est.unicaribe.edu.doon
by guest

Thousands of companies have discovered the value of Six Sigma in streamlining operations, cutting costs, improving quality, and increasing profitability. A Guide to Lean Six Sigma and Process Improvement for Practitioners and Students, Second Edition gives green belts, black belts, champions, and students a complete executive framework for understanding quality and implementing Lean Six Sigma. Building on the widely praised first edition, top Six Sigma experts Howard Gitlow and Richard Melnyck add today's most recent and important lean and process control system applications. Step by step, they systematically walk you through the five-step DMAIC implementation process, with detailed examples and many real-world case studies. You'll find practical coverage of Six Sigma statistics and management techniques, and realistic solutions for many common implementation obstacles. Coverage includes: A realistic overview of Six Sigma

Management Six Sigma roles, responsibilities, and terminology Managing Six Sigma with Dashboards and Control Charts Mastering each DMAIC phase: Define, Measure, Analyze, Improve, Control Understanding foundational Six Sigma statistics: probability, probability distributions, sampling distributions, and interval estimation Testing hypotheses and designing experiments Pursuing Six Sigma Champion or Green Belt Certification, and more

Giving Feedback - 2007-01-16
Good feedback is essential to helping employees perform better at work. It lets people know when they are meeting or exceeding expectations, and when they need to get back on the right track. This practical guide shows managers how to develop and refine this necessary skill.

The Little Book of Talent - Daniel Coyle 2012-08-21
A manual for building a faster brain and a better you! The Little Book of Talent is an easy-to-use handbook of

scientifically proven, field-tested methods to improve skills—your skills, your kids’ skills, your organization’s skills—in sports, music, art, math, and business. The product of five years of reporting from the world’s greatest talent hotbeds and interviews with successful master coaches, it distills the daunting complexity of skill development into 52 clear, concise directives. Whether you’re age 10 or 100, whether you’re on the sports field or the stage, in the classroom or the corner office, this is an essential guide for anyone who ever asked, “How do I get better?” Praise for *The Little Book of Talent* “The Little Book of Talent should be given to every graduate at commencement, every new parent in a delivery room, every executive on the first day of work. It is a guidebook—beautiful in its simplicity and backed by hard science—for nurturing excellence.”—Charles Duhigg, bestselling author of *The Power of Habit* “It’s so juvenile

to throw around hyperbolic terms such as ‘life-changing,’ but there’s no other way to describe *The Little Book of Talent*. I was avidly trying new things within the first half hour of reading it and haven’t stopped since. Brilliant. And yes: life-changing.”—Tom Peters, co-author of *In Search of Excellence*

Improving Business

Processes - Harvard Business Review 2010-08-01

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

Sustainable Business

Performance and Risk Management - Ruxandra Maria Bejinariu 2020-02-21

In this book Ruxandra Maria Bejinariu introduces an innovative approach related to improving the risk assessment process by using unexploited methods that have been mainly used in limited areas of business and identifying both threats and opportunities that can be generated as a result of risk materialization. The study can offer possibilities of improving the risk assessment process with a direct impact on increasing the organizations' risk appetite and sustainable performance.

Managing Teams - Harvard Business Review 2010-10-01
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
The Problem Solving Memory Jogger - Michael Brassard 2011-11-01

The Problem Solving Memory Jogger™ Second Edition is designed for you to use on the job or in the classroom. This book uses a problem-solving model based upon a variety of data and knowledge-based tools. The emphasis of this model is on root cause analysis and innovative solutions. Use this book as part of a self-study program or as a reference before, during, and after training to learn the concepts, methods, and basic tools for effective problem solving. Each step in The Problem Solving Memory Jogger™ details the key concepts and the practical skills that you should master. The book also highlights a case example that demonstrates how the tools are used in each step in the process. You'll also

find page references to supporting books that include step-by-step details on tool construction and the team process.

Electronic Commerce -

Efraim Turban 2015-01-29

Throughout the book, theoretical foundations necessary for understanding Electronic Commerce (EC) are presented, ranging from consumer behavior to the economic theory of competition. Furthermore, this book presents the most current topics relating to EC as described by a diversified team of experts in a variety of fields, including a senior vice president of an e-commerce-related company. The authors provide website resources, numerous exercises, and extensive references to supplement the theoretical presentations. At the end of each chapter, a list of online resources with links to the websites is also provided. Additionally, extensive, vivid examples from large corporations, small businesses from different industries, and

services, governments, and nonprofit agencies from all over the world make concepts come alive in Electronic Commerce. These examples, which were collected by both academicians and practitioners, show the reader the capabilities of EC, its cost and justification, and the innovative ways corporations are using EC in their operations. In this edition (previous editions published by Pearson/Prentice Hall), the authors bring forth the latest trends in e-commerce, including social businesses, social networking, social collaboration, innovations, and mobility.

Executing Strategy -

Harvard Business Review 2009-08-04

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 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

HBR Guide to Performance

Management (HBR Guide Series) - Harvard Business Review 2017-06-20

Are your employees meeting their goals? Is their work improving over time?

Understanding where your employees are succeeding—and falling short—is a pivotal part of ensuring you have the right talent to meet organizational objectives. In order to work with your people and effectively monitor their progress, you need a system in place. The HBR Guide to Performance Management provides a new multi-step, cyclical process to help you keep track of your employees' work, identify where they need to improve, and ensure they're growing with the organization. You'll learn to:

- Set clear employee goals that align with company objectives
- Monitor progress and check in regularly
- Close performance gaps
- Understand when to use performance analytics
- Create opportunities for growth, tailored to the individual
- Overcome and avoid burnout

on your team Arm yourself with the advice you need to succeed on the job, with the most trusted brand in business. Packed with how-to essentials from leading experts, the HBR Guides provide smart answers to your most pressing work challenges.

Delegating Work - Harvard Business Review 2014

You know you need to delegate some of your work so that you have time to focus on the things that require your expertise. But it's not easy to do. *Delegating Work* quickly walks you through the fundamentals of: ? Establishing a productive environment ? Assigning the right work to the right people ? Conducting an effective hand-off meeting ? Monitoring without micromanaging About HBR's 20-Minute Manager Series: Don't have much time? Get up to speed fast on the most essential business skills with HBR's 20-Minute Manager series. Whether you need a crash course or a brief refresher, each book in the series is a concise, practical

primer that will help you brush up on a key management topic. Advice you can quickly read and apply, for ambitious professionals and aspiring executives?from the most trusted source in business. Also available as an ebook.

Leading Teams - Harvard Business School Press 2006

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 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

Sustainable Business Processes in Global Companies - Vanessa Just 2019-10-01

In this thesis Vanessa Just

Downloaded from
est.unicaribe.edu.doon
by guest

casts an innovative light upon the current perspectives and the future trends related to sustainable business processes in global companies.

Developing sustainable business processes in the present changing and challenging environment represents an up-to-date issue of high importance for both the academic and business environment. The thesis raises awareness among entrepreneurs and managers not only about developing sustainable business processes, but also about continuously improving them.

Creating A Business Plan: Pocket Mentor Series - Harvard Business School Press 2007-11

Thinking Strategically - Harvard Business School Press 2010-06-17

As a manager, you will face complex decisions without easy answers. How do you examine situations from a broad perspective and develop solutions that benefit your organization? This book will

help you: - Understand what strategic thinking is and why it's valuable - Recognize the personal traits, behaviors and attitudes, and cognitive capacities that strategic thinkers demonstrate - View strategic thinking as a process - Apply seven strategic thinking skills?seeing the big picture; clarifying strategic objectives; identifying relationships, patterns, and trends; thinking creatively; analyzing information; prioritizing your actions; and making trade-offs

Essentials of Operations Management - Nigel Slack 2018

Based on the market-leading Operations Management text, this is the ideal book for those wanting a more concise introduction to the subject, focusing on essential core topics, without compromising on the authoritative, clear and highly practical approach that has become the trademark of the authors. Revised and updated to reflect the ever-changing world of operations management, the book is rooted in real-life practice with

a wealth of examples and case studies from different sectors and industries around the world. MyLab Operations Management not included. Students, if MyLab Operations Management is a recommended/mandatory component of the course, please ask your instructor for the correct ISBN and course ID. MyLab Operations Management should only be purchased when required by an instructor. Instructors, contact your Pearson representative for more information.

Developing a Business Case - Harvard Business Review 2010-12-02

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

Business Process Mapping -

J. Mike Jacka 2009-07-07

Praise for Business Process Mapping IMPROVING Customer Satisfaction SECOND EDITION "A must-read for anyone performing business process mapping! This treasure shares step-by-step approaches and critical success factors, based on years of practical, customer-focused experience. A real winner!" —Timothy R. Holmes, CPA, former General Auditor, American Red Cross "Paulette and Mike make extensive use of anecdotes and real-life examples to bring alive the topic of business process mapping. From the outset, this book will engage you and draw you into the world of business process mapping. Who would have thought that reading about business process mapping could make you smile? Well, Mike and Paulette can make it happen! Within each chapter, the authors

Downloaded from
test.uni.caribbean.edu/doi
by guest

provide detailed examples and exhibits used to document a process. Each chapter also includes a 'Recap' and 'Key Analysis Points' which enable the reader to distill the highlights of the chapter."

—Barbara J. Muller, CPA, CFE, Senior Lecturer, School of Accountancy, W. P. Carey School of Business, Arizona State University "Keller and Jacka cut through the drudgery of process mapping with a path-breaking approach that enables the reader to better understand processes, how they work and how they work together toward successful achievement of business objectives. With great style and flair, this book will provide you with a different way of thinking and new tools to assist you in process analysis and improvement. This book is a must-read for auditors, risk managers, quality improvement management, and business process engineers." —Dean Bahrman, VP and Internal Audit Director (Retired), Global Financial Services Companies "Mike Jacka and Paulette Keller

show their expertise with the application of business process mapping in increasing customer service and satisfaction in this updated and expanded edition of this popular book. With clear, practical examples and applications, this book shows the writing talents of both authors, and it will be used over and over by those from all lines of industries and professions. Kudos for a job well done!" —Joan Pastor, PhD, Founding Partner, Licensed Industrial-Organizational Psychologist, JPA International, Inc., Beverly Hills, California *Focusing on Your Customer* - Harvard Business Review 2010-11-04

Closing individual sales, in most businesses, is not enough for success. Success depends on developing profitable lifetime relationships with customers. But gaining customer loyalty requires hard work, care, and attentiveness. In this book, you'll learn to assess the lifetime value of a customer, and why it makes sense to build loyalty among

your target customers. You'll also learn to: - Understand the service-profit chain - Leverage the interrelationships among customer satisfaction, customer loyalty, employee

capability, and company profitability - Build and refine a process for delivering extraordinary value to your customers