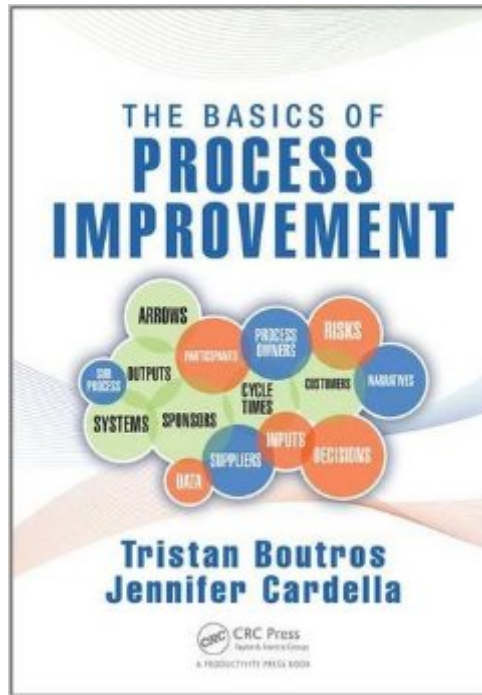


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The Basics Of Process Improvement



Synopsis

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 transition to a process or improvement-oriented culture and teaches those who are unfamiliar with process tools to look at their work with a new lens and adopt a continuous improvement and analytical-thinking mindset. The authors have successfully used the various methods, tools, and concepts found in this book to overcome practical, daily problems at various organizations. This book will surely help operators, managers, practitioners, and executives, who are charged with improving processes and workplace culture, produce better products and services.

Book Information

Paperback: 257 pages

Publisher: Productivity Press (May 2, 2016)

Language: English

ISBN-10: 1498719880

ISBN-13: 978-1498719889

Product Dimensions: 6.1 x 0.5 x 9.1 inches

Shipping Weight: 10.4 ounces (View shipping rates and policies)

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