



Business Process Improvement: The Breakthrough Strategy for Total Quality, Productivity, and Competitiveness

H. James Harrington

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It's one of the hot topics for the 1990s - how to apply quality improvement techniques originally developed for the manufacturing sector to service industries. "How to Take the Lead in Business Process Management" details how to do it, providing a step-by-step formula that helps companies improve quality and productivity in the support areas. Here, in one comprehensive volume is all the information an organization needs to start the improvement process right away: how to determine customer needs and expectations and deliver the best service; how to establish which processes drive your business; how to create process improvement teams and train team leaders; how to eliminate bureaucracy, simplify the process, and reduce processing time; how to measure progress and provide feedback to participants; how to document the levels of improvement and certify operations and activities; and how to ensure ongoing improvement. Two special features further enhance the value of this highly practical guide: a chapter of case histories, showing the results of business process improvement, and an exhaustive section that guides readers in the application of problem-solving methods, value analysis and process analysis techniques, perfection analysis, work simplification programs, and more.



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