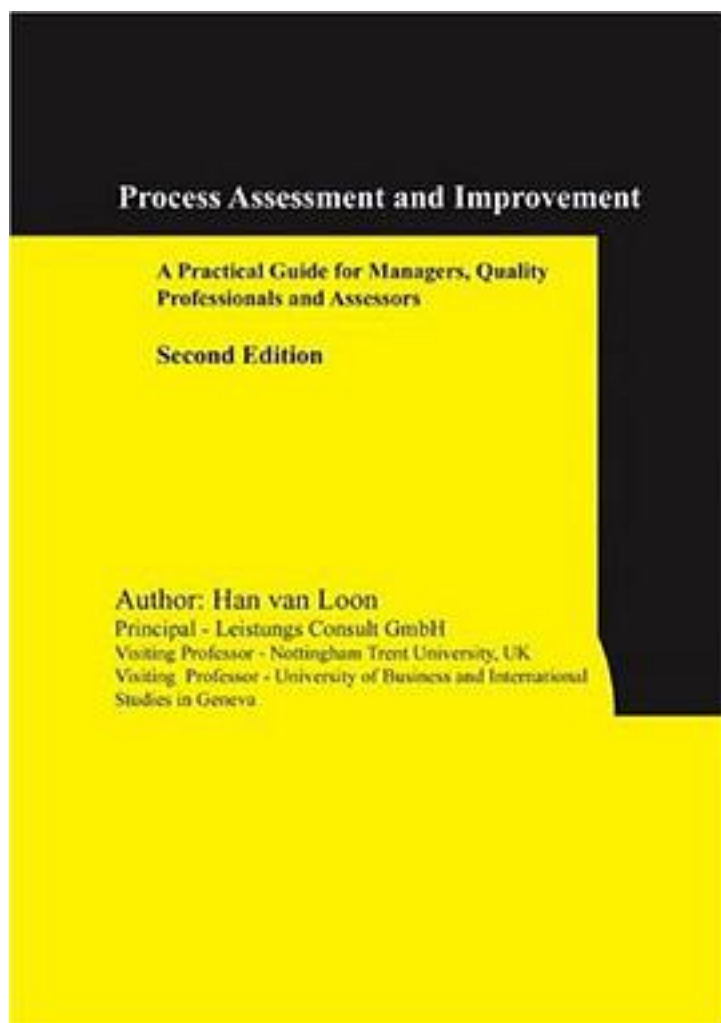


Process Assessment and Improvement



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著者:Loon, Han van

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Process Assessment and Improvement provides a powerful and practical approach to

improving organizations through process assessment, combined with people factors such as organizational culture and team-based improvement. Originally published in 2004, this new and expanded second edition presents an updated version of process assessments and includes new risk methods. The book covers three major business reasons for process assessment: setting Target Profiles, Process Capability Determination, and Process Improvement. The comprehensive improvement programs and agile improvement methodologies presented in the book are grounded in successful practices employed in world class organizations. Useful examples, templates and tools are included.

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