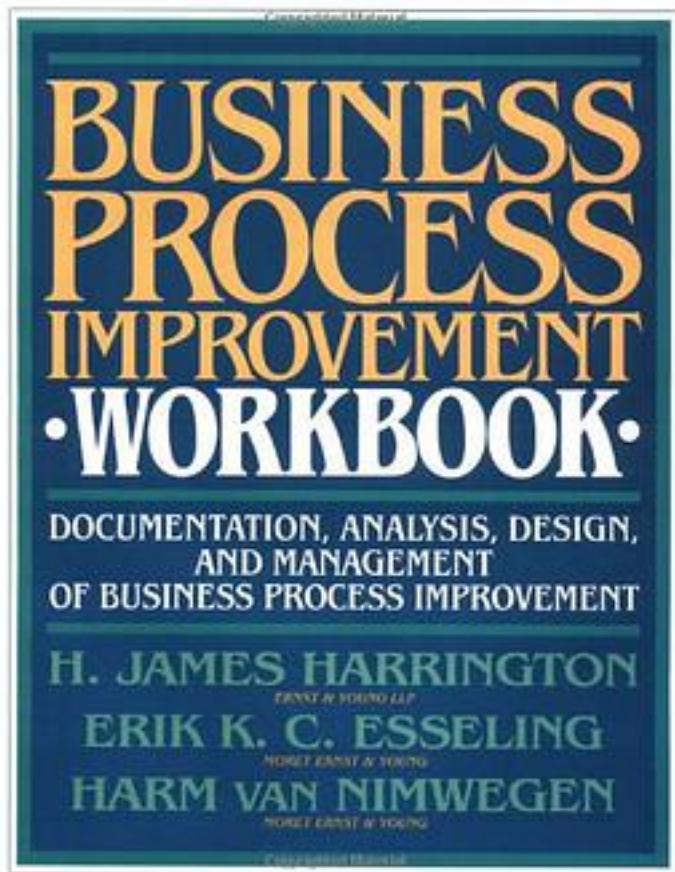


Business Process Improvement Workbook



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This book enables you to improve quality, productivity, and competitiveness the business process improvement way. With this hands-on workbook in business process improvement, a major best-seller in four languages, world-renowned quality authority H. James Harrington revealed his methods for vastly improving business performance.

Businesses that implemented Dr. Harrington's methods - including Boeing, IBM, and Corning Glass - realized enormous improvements in productivity. Now in "Business Process Improvement Workbook", Dr. Harrington and his coauthors give all businesses the tools to put his breakthrough approach to work for greater efficiency, strategies, charts, forms, lists, macros for PC use, overviews, and diagrams you need - to start streamlining your business today. This Workbook shows you precisely how to: understand and set process improvement goals; eliminate bureaucracies, duplication, and obsolescence; evaluate information management; research cycle time; analyze functions and tasks in administration; measure accuracy, thoroughness, and reliability in data processing - rank cost/productivity relationships; find opportunities for standardization; evaluate technological enablers; interview and collect data profitably; and far more. For all business leaders - whether your firm is large or small - this is the premier one-step-at-a-time guide to better business performance and greater customer satisfaction.

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