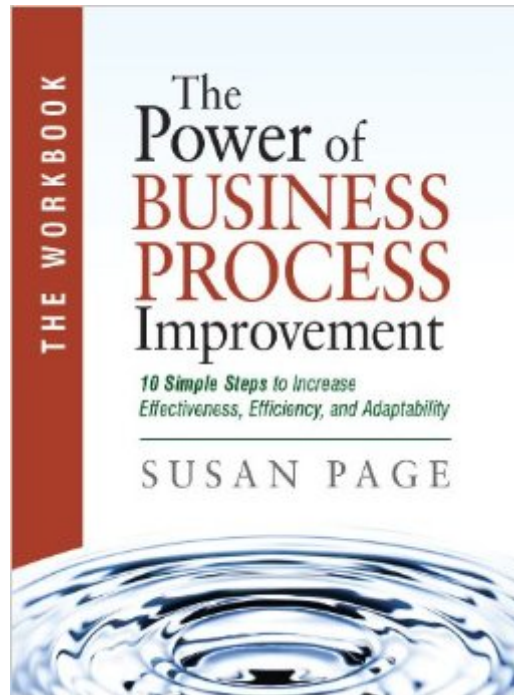# The Power Of Business Process Improvement: The Workbook

Synopsis

If you are baffled by why your company makes the same errors, would like to focus your employees' limited time on more valuable work, struggle to resolve an issue you know little about, or make sense of overwhelming new responsibilities-the answer to all of these common challenges, and many more, is business process improvement (BPI). The Power of Business Process Improvement: The Workbook complements the author's popular book, The Power of Business Process Improvement, published by the American Management Association (AMA). In The Workbook, Susan Page offers a streamlined approach to BPI by providing the templates and tools necessary to help you quickly move through the proven 10-step formula leading your business to become more effective, efficient, and adaptable. Arranged in a results-oriented progression, use The Workbook individually or in a group setting to identify and prioritize the processes that need fixing, eliminate redundancy and bureaucracy, control costs, reduce errors, delight customers, and give your organization an edge on continuous improvement.

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Customer Reviews

Very good companion to the main book. I like that templates are provided for each step. I use it daily for bpi.

needed for school good to use along with the book

Good to people who are starting. The book explain about the life cycle and help you understand

how is important the implementation in the company.

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