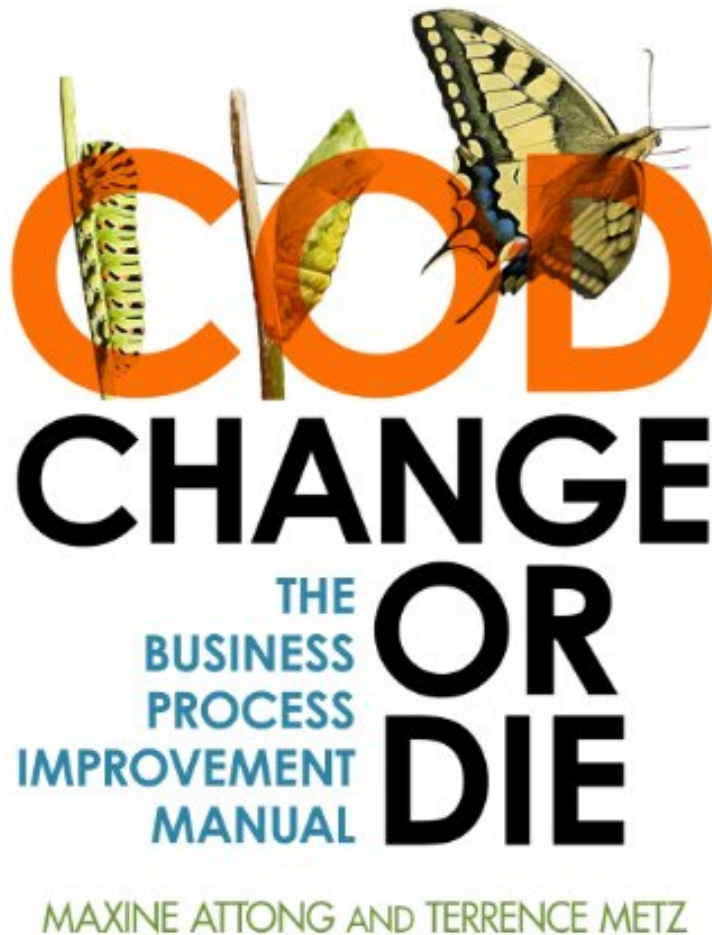


Change or Die: The Business Process Improvement Manual


Maxine Attong, Terrence Metz

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Maxine Attong, Terrence Metz : Change or Die: The Business Process Improvement Manual before purchasing it in order to gauge whether or not it would be worth my time, and all praised Change or Die: The Business Process Improvement Manual:

6 of 7 people found the following review helpful. Great for beginners, but missing key elements By Business Analysis Instructor I recommend this book to the process improvement neophyte. It is an easy read and understandable. The book provides a straightforward improvement process with best practices and facilitation techniques. The improvement process starts with forming a process improvement team and selecting processes for analysis and ends

with evaluating new process results. If you have never done a process improvement project before this is probably the best step-by-step manual with lots of details and tools. However, as an experienced business analyst I give the book a three star rating due to some disappointments with the book's improvement process omissions.* Value chains and the danger of improving only sub processes rather than the entire value chain is not addressed.* Stakeholder resistance was identified as a concern, but not as a source of risk. Resistance was not listed as an entry on the risk register.* Risk was not clearly delineated as threats and opportunities with separate risk registers.* Leading and lagging process measurements for composing a new process owner dashboard was not discussed.* Non-value activities required by auditors were not clearly highlighted. If these activities are eliminated an unsatisfactory audit could follow.* A hierarchy of process improvement proposals based on levels of process owner risk tolerance was not clearly discussed. Had the above items been addressed, this would be a dynamite book deserving of a 5 star rating. But, it doesn't. With these omissions, I believe the book is overpriced. Perhaps one might rationalize the price considering a CD containing various tools accompanies the book. 3 of 4 people found the following review helpful. This is a good reference book for Executive Coaches and Trainers. By Connie Kadansky I have to admit I thought this book was for strategists -- the intellectual process types. However, while reading the Vision/Goal section, I thought this is a 21st Century reference manual for Executive Coaches. There are excellent questions for coaches to ask their business clients throughout this book. As a trainer, there are insightful activities and workshop tools that I can integrate into my training, i.e. "making excuses activity." I am looking forward to using this book in my executive coaching practice and in designing my workshops, classes and webinars. 2 of 3 people found the following review helpful. Must Read For Anyone Leading Change. By Christy 78 If you are currently tasked with leading organizational change, this is a must read! This book will provide you with an actionable framework for initiating and managing change. This book includes excellent tools, templates and examples that are invaluable. This isn't a book you'll read and put on the shelf to forget, this will be a book you keep nearby for quick reference at all times.

Leadership success depends on clarifying and simplifying complex problems while maintaining a positive outlook. Change or Die - The Business Process Improvement Manual provides you with the tools to do so. Packed with more than 70 pages of workshop tools, agendas, and activities that detail each of the six stages of the business process improvement (BPI) method, it presents a BPI method that promotes the use of facilitator-led workshops to help you and your team make better decisions. Developed from empirical research and bolstered by the results of client experience from hundreds of hours of facilitated workshops and BPI activity, Change or Die employs the authors' ENGAGE methodology. To ensure your team achieves its deliverables, the authors walk you through each BPI method. In each chapter you will find: Objectives and deliverables clearly identified Real-world examples from companies the authors have worked with presented using a global manufacturer as an example Activities, questionnaires, and examples A self-assessment tool to help you measure progress, identify gaps in team performance, and determine team readiness for the next stage This resource-rich book includes a CD with supplemental activities, challenges, facilitated workshops, templates, tables, and questionnaires tools designed to ease each participant's path to project success.

About the Author Maxine Attong is passionate about writing, facilitation, and business process improvement. Her strong belief in the power of facilitated teams, the creativity of human beings, and the need for alignment between strategy and process has served as impetus to document her thoughts and experiences in the business process improvements field. Maxine is a graduate of the University of the West Indies (BSc., Accounting) and a Certified Management Accountant (Society of Management Accountants, Ontario). She is also a Certified Manager of Quality with the American Society for Quality, and a life and business coach. Maxine is the chief executive officer of iink Global Company Limited. The company exists to "enhance vision one process at a time." Terrence Metz is a founding principal partner and vice president at Morgan Madison and Company. For more than 20 years, through professional and academic endeavors, Terrence has focused on teaching people how to think rather than what to think. His experience has proven that the two most important components to high-quality decision making are: 1. Nobody is smarter than everybody. 2. There is usually more than one right answer. Terrence is passionate about using and teaching facilitation so that people become more collaborative. He is the lead instructor and primary curriculum developer for MG Rush Performance Learning and introduced the concept of holism to the field of structured facilitation as a method for keeping meetings on target and aligning objectives across an entire organization. With a BS from Northwestern University (NWU, Evanston, Illinois) and an MBA from NWU's Kellogg School of Management, his experience also includes a Six Sigma Green Belt from Motorola University and additional graduate work in intercultural decision making at Marquette University.