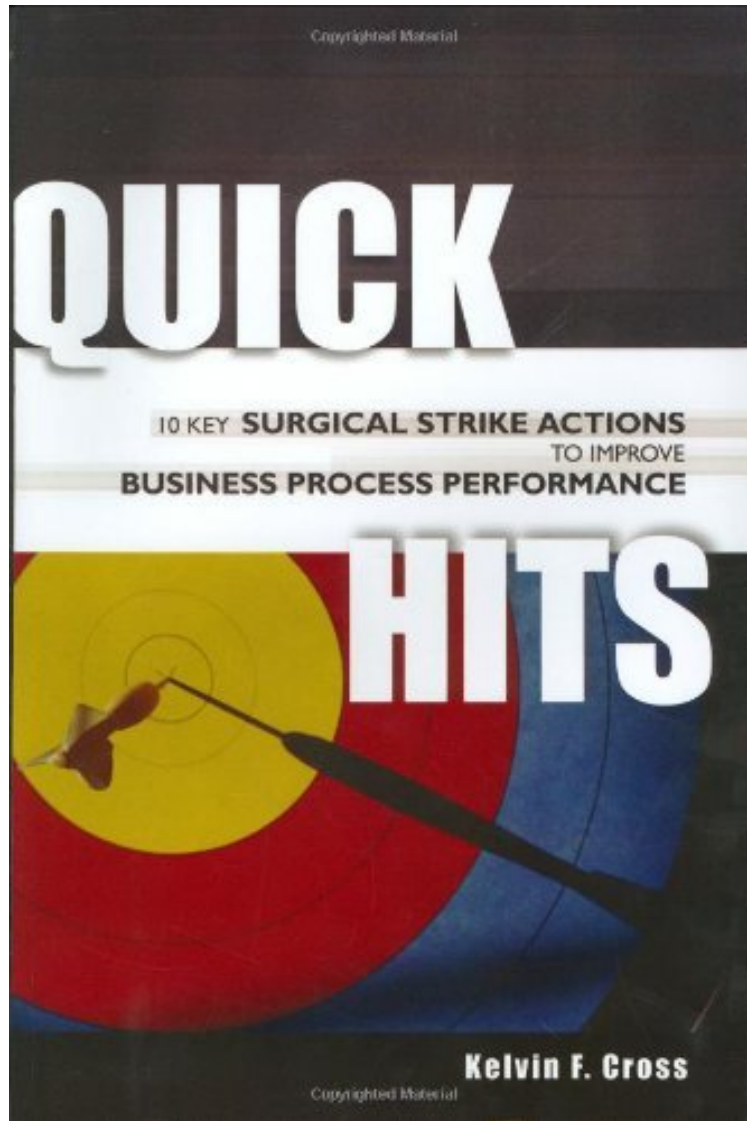


(Download ebook) Quick Hits: 10 Key Surgical Strike Actions to Improve Business Process Performance

Quick Hits: 10 Key Surgical Strike Actions to Improve Business Process Performance

Kelvin F. Cross

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Kelvin F. Cross : Quick Hits: 10 Key Surgical Strike Actions to Improve Business Process Performance before purchasing it in order to gage whether or not it would be worth my time, and all praised Quick Hits: 10 Key Surgical Strike Actions to Improve Business Process Performance:

1 of 1 people found the following review helpful. One of the best books in the BPM space By Pradeep Henry I have read over half a dozen business process related books, but found Quick Hits to be one of the most practically helpful. This book does not cover IT's BPI role in detail ... perhaps because we already have a lot of literature on the topic.

Otherwise, Quick Hits has lots of realworld examples from the author's corporate experience. The writing style is jargon-free and friendly. In my opinion, the ROI from Quick Hits should be pretty high!0 of 0 people found the following review helpful. Practical book with many usable ideasBy Ken TanThis is a book that most practitioners in the field of BPR overlooked. It is organised into 10 masterful strikes that are not too complex to understand and yet quick to see results. Many books in this field are so academic and rely too much on statistical analysis without much pragmatic wisdom. Cross' writing style is focus and save you valuable time as you can move into any of the 10 strikes to pick up the ideas. In a nutshell, this book is big with how-to's and succinct in concepts. A keeper!

"Improving business processes, whatever or wherever they are in the enterprise, is an acknowledged way of improving the bottom line. Whether it's re-engineering, Six Sigma, TQM, or any number of other techniques, the problem is that it's usually such a huge undertaking that it's more work than it's worth. Kelvin F. Cross proposes that results can be achieved much more easily by going in and performing ""surgical strikes"" on specific areas that need improvement, without turning the entire thing into a ""science project."" And now his method is available for anyone seeking to streamline process structures.Using case studies from companies including ATT, GE, and Weight Watchers International to illustrate the remarkable results that can be achieved, Quick Hits sums up the ten key areas that are perfect targets for surgical strikes, demonstrating exactly how to handle each type of problem. By showing how to determine which approach to use for any given situation, the book gives readers an arsenal of tactical and judicious methods designed to be low risk, low cost, and very effective."

About the Author Kelvin F. Cross (Boston, MA) is the coauthor of three books, including Measure Up!: Yardsticks for Continuous Improvement. Formerly the head of business engineering for Wang Laboratories, he is now a founding partner of Corporate Renaissance, Inc., a business process design firm.