
Operational Excellence In Your Office A Guide To

Redefining Operational Excellence

The Business of Excellence

WCOM (World Class Operations Management)

Lean Organization: from the Tools of the Toyota

Production System to Lean Office

ADKAR

Decision-Making Excellence

Operational Excellence Handbook: A Must Have
for Those Embarking On a Journey of

Transformation and Continuous Improvement

Lean IT

Office Lean

CEO Excellence

Design for Operational Excellence: A

Breakthrough Strategy for Business Growth

Operational Excellence in Your Office

The Office that Grows Your Business

TPM

The Work of Management

Creating Mixed Model Value Streams

Project to Product

The Toyota Way to Continuous Improvement:

Linking Strategy and Operational Excellence to

Achieve Superior Performance

Measure What Matters
Extreme Operational Excellence
The Discipline of Market Leaders
20 Keys to Workplace Improvement
Operational Excellence
Value Stream Mapping: How to Visualize Work
and Align Leadership for Organizational
Transformation
Beyond the Lean Office
The Oliver Wight ABCD Checklist for Operational
Excellence
Operational Excellence in Your Office
State of Readiness
The 12 Principles of Manufacturing Excellence
Fit for Growth
Super7 Operations
Fundamentals of Clinical Data Science
The Oliver Wight Class A Checklist for Business
Excellence
Lean for Service Organizations and Offices
The Toyota Way to Service Excellence: Lean
Transformation in Service Organizations
Customer Intimacy
Best Practices for Operational Excellence, 2nd Ed.
Lead with Your Customer
Operational Excellence
Total Quality Management

*Operational
Excellence In
Your Office A
Guide To*

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JAZMYN KIRK

*Redefining Operational
Excellence Prosci*

The Oliver Wight Class A Checklist for Business Excellence
The leading business improvement specialists who educate, coach and mentor people to lead and sustain change on the journey to business excellence and outstanding business performance *
Managing the Strategic Planning Process *
Managing and Leading People *
Driving Business Improvement *
Integrated Business Management *
Managing Products and Services *
Managing Demand *
Managing the Supply Chain *
Managing Internal Supply *
Managing External Sourcing
The Business of Excellence Springer
Lean Organization for Excellence describes the right way to

implement lean thinking inside both manufacturing and service industries.
After explaining the origins of the concept and discussing 'wastes' and value added, the book aims to set out a precise path of action.
To this end, the so-called Hoshin Kanri method of defining business objectives and targets is explained, and a Value Stream Mapping tool that serves to identify all wastes is described.
Subsequent chapters cover each of the TPS (Toyota Production System) tools, from 5S to SMED, and special attention is devoted to the Ducati case study, in which tools such as 5S and Kanban are applied.
Lean metrics and the innovative Value Stream Accounting are

discussed, and the closing chapter focuses on Lean Office for the service industry. Each chapter includes illustrations and tables relating to practical cases concerning the subject under consideration, based on real consultancy experiences.

WCOM (World Class Operations Management)

McGraw Hill Professional
Explaining how to implement and sustain a top-down strategy for manufacturing excellence, *The 12 Principles of Manufacturing Excellence: A Leader's Guide to Achieving and Sustaining Excellence* provides a comprehensive, proven approach for delivering world-class performance while also

cultivating the right culture through leadership and mentoring. Tapping into four decades of leadership experience, 35 years of it in the manufacturing industry, Larry Fast explains how to achieve vertical and horizontal alignment across your organization. He details a clear pathway to excellence via the 12 Principles of Manufacturing Excellence and provides a method for tracking progress—plant by plant and function by function. Emphasizing the importance of using Lean and Six Sigma tools to improve your business, the book: Integrates strategy and leadership development Paves a

path for culture change—Operator-Led Process Control (OLPC)—that prepares hourly employees to take control of their processes and prepares management to enable them to do it Details an audit process for tracking progress and ensuring sustainability Includes a CD with color versions of the images in the book as well as a sample Manufacturing Excellence Audit, a sample Communications Plan, and a sample Training Plan that can all be easily customized for the reader's use This resource-rich book will allow you to spell out leadership expectations and provide your employees and associates with a clear understanding of their

individual roles. Helping you keep everyone in your organization focused during the quest towards sustainable manufacturing excellence, the accompanying CD supplies the tools you and your team will need to pursue it with passion, confidence, and urgency. Listen to what Larry Fast has to say about his new book, *The 12 Principles of Manufacturing Excellence*. Part One — Part Two

Lean Organization: from the Tools of the Toyota Production System to Lean Office John Wiley & Sons

This open access book comprehensively covers the fundamentals of clinical data science, focusing on data

collection, modelling and clinical applications. Topics covered in the first section on data collection include: data sources, data at scale (big data), data stewardship (FAIR data) and related privacy concerns. Aspects of predictive modelling using techniques such as classification, regression or clustering, and prediction model validation will be covered in the second section. The third section covers aspects of (mobile) clinical decision support systems, operational excellence and value-based healthcare. Fundamentals of Clinical Data Science is an essential resource for healthcare professionals and IT

consultants intending to develop and refine their skills in personalized medicine, using solutions based on large datasets from electronic health records or telemonitoring programmes. The book's promise is "no math, no code" and will explain the topics in a style that is optimized for a healthcare audience. ADKAR Springer Science & Business Media
20 Keys has helped many manufacturing companies integrate the top manufacturing improvement methods into a coordinated system for drastic and continual improvement in involvement, quality, and productivity. This program provides the strategies necessary to achieve ambitious

goals through a five-level scoring system. The revised edition is improved with upgraded criteria for the five-level scoring system to guide your company to world-class status. New material and updated layout make implementation even easier. Two valuable case studies demonstrate effective use by both a Japanese company and an American manufacturer.

Decision-Making Excellence Penguin
The world's bestselling Lean expert shows service-based organizations how to go Lean, gain value, and get results—The Toyota Way. A must-read for service professionals of every level, this essential book takes the proven Lean principles of the

bestselling Toyota Way series and applies them directly to the industries where quality of service is crucial for success. Jeff Liker and Karyn Ross show you how to develop Lean practices throughout your organization using the famous 4P model. Whether you are an executive, manager, consultant, or frontline worker who deals with customers every day, you'll learn how take advantage of all Lean has to offer. With this book as your guide, you'll gain a clear understanding of Lean and discover the principles, practices and tools needed to develop people and processes that surprise and delight each of your customers. These ground-tested techniques are

designed to help you make continuous improvements in your services, streamline your operations, and add ever-increasing value to your customers. Fascinating case studies of Lean-driven success in a range of service industries, including healthcare, insurance, financial services, and telecommunications, illustrate that Lean principles and practices work as well in services as they do in manufacturing.

Drawn from original research and real-world examples, *The Toyota Way to Service Excellence* will help you make the leap to Lean.

[Operational Excellence Handbook: A Must Have for Those Embarking On a Journey of](#)

[Transformation and Continuous Improvement](#) CRC Press

Business.

[Lean IT](#) Routledge

Following in the footsteps of its bestselling predecessor, Kevin J. Duggan, an executive mentor and recognized authority on Lean and Operational Excellence, draws on more than 10 years of experience and learning to provide *Creating Mixed Model Value Streams*, Second Edition. This second edition takes a step-by-step approach to implementing Lean in *Office Lean* Outskirts Press

As tech giants and startups disrupt every market, those who master large-scale software delivery will define the economic landscape of the 21st

century, just as the masters of mass production defined the landscape in the 20th. Unfortunately, business and technology leaders are woefully ill-equipped to solve the problems posed by digital transformation. At the current rate of disruption, half of S&P 500 companies will be replaced in the next ten years. A new approach is needed. In *Project to Product, Value Stream Network* pioneer and technology business leader Dr. Mik Kersten introduces the Flow Framework—a new way of seeing, measuring, and managing software delivery. The Flow Framework will enable your company's evolution from project-oriented dinosaur to product-centric innovator that thrives

in the Age of Software. If you're driving your organization's transformation at any level, this is the book for you.

CEO Excellence Wiley

"A vivid, compelling and highly readable insight into building world-leading teams and organizations." - Dr Catherine Raines, Chief Executive, UK Trade & Investment
The Business of Excellence offers a unique and compelling perspective on the drivers of excellence in teams and organizations. The author, Justin Hughes, brings an unusual mix of experience and insight, having worked as a management consultant to some of the world's most successful organizations, in addition to having

served for 12 years as a military fighter pilot, where he became Executive Officer on the RAF Red Arrows. The challenges of high performance and leadership are explored in depth, and are illustrated with insights, interviews and case studies from the military, sporting and corporate worlds. The material includes a proprietary performance model that can be applied to a wide spectrum of organizations, focusing on:

- People: the primacy of attitude over skills
- Capability: building alignment before setting people free
- Delivery: a process to close the gap between desired and actual outcomes
- Learning: how to accelerate performance in real

time

- Leadership: exhibiting a set of behaviours such that others choose to follow
- Risk: avoiding the victory of compliance over outcomes.

In *The Business of Excellence*, Justin deconstructs the drivers of high performance with a rare clarity, insight and accessibility, to illustrate and explain tangible tools and methods, all of which can be applied by readers in their own teams and organizations.

Design for Operational Excellence: A Breakthrough Strategy for Business Growth CRC Press

Beyond Six Sigma and Lean! Design your processes to facilitate real business growth, in both healthy and

unhealthy economies Design for Operational Excellence defines why companies embark upon continuous improvement—and the true answer is not to improve efficiency, quality, or eliminate waste! The reason is to achieve Operational Excellence. Duggan, an established authority on OpEx, provides the design criteria and guidelines that enable you to grow your business organically by refocusing management’s attention from running the business to growing the business. Founded on eight key principles, this groundbreaking system facilitates the continuous flow of value into any operation—from customer service to sales to manufacturing.

Kevin J. Duggan is a renowned speaker, executive mentor, and educator in applying advanced lean techniques to achieve Operational Excellence and the author of two books on the subject: *Creating Mixed Model Value Streams* and *The Office That Grows Your Business—Achieving Operational Excellence in Your Business Processes*. As the Founder of the Institute for Operational Excellence, the leading educational center on Operational Excellence, and Duggan Associates, an international training and advisory firm, Kevin has assisted many major corporations worldwide, including United Technologies Corporation, Caterpillar, Pratt &

Whitney, Singapore Airlines, IDEX Corporation, GKN and Parker Hannifin. A recognized expert on Operational Excellence, Kevin is a frequent keynote speaker, master of ceremonies, and panelist at international conferences, and has appeared on CNN and the Fox Business Network.

Operational Excellence in Your Office Basic Books

A comprehensive guide to assessing operational excellence. Used by thousands of manufacturing firms, this recent edition enables companies to evaluate their performance in areas such as strategic planning, people and team systems, product development, continuous

improvement and planning and control. *The Office that Grows Your Business* IT Revolution Building upon the international bestselling Toyota Way series of books by Jeffrey Liker, *The Toyota Way to Continuous Improvement* looks critically at lean deployments and identifies the root causes of why most of them fail. The book is organized into three major sections outlining: Why it is critical to go beyond implementing lean tools and, instead, build a culture of continuous improvement that connects operational excellence to business strategy Case studies from seven unique industries written from

the perspective of the sensei (teacher) who led the lean transformation Lessons about transforming your own vision of an ideal organization into reality Section One: Using the Plan-Do-Check-Adjust (PDCA) methodology, Liker and Franz contrast true PDCA thinking to that of the popular, superficial approach of copying "lean solutions." They describe the importance of developing people and show how the Toyota Way principles support and drive continuous improvement. Explaining how lean systems and processes start with a purpose that provides a true north direction for all activities, they wrap up this section by examining the glaring

differences between building a system of people, processes, and problem-solving that is truly lean versus that of simply trying to "lean out" a process. Section Two: This section brings together seven case studies as told by the sensei who led the transformation efforts. The companies range from traditional manufacturers, overhaul and maintenance of submarines, nuclear fuel rod production, health care providers, pathology labs, and product development. Each of these industries is different but the approaches used were remarkably similar. Section Three: Beginning with a composite story describing a company in its early days of lean implementation, this

section describes what went right and wrong during the initial implementation efforts. The authors bring to light some of the difficulties the sensei faces, such as bureaucracies, closed-minded mechanical thinking, and the challenges of developing lean coaches who can facilitate real change. They address the question: Which is better, slow and deep organic deployment or fast and broad mechanistic deployment? The answer may surprise you. The book ends with a discussion on how to make continuous improvement a way of life at your company and the role of leadership in any lean transformation. The

Toyota Way to Continuous Improvement is required reading for anyone seeking to transcend his or her tools-based approach and truly embrace a culture of continuous improvement.

TPM iUniverse
In his first complete text on the ADKAR model, Jeff Hiatt explains the origin of the model and explores what drives each building block of ADKAR. Learn how to build awareness, create desire, develop knowledge, foster ability and reinforce changes in your organization. The ADKAR Model is changing how we think about managing the people side of change, and provides a powerful foundation to help you succeed at

change.
The Work of Management AMACOM Accelerated Strategy Development and Execution The company of today has its supply chains and finances stretched further around the globe than ever before while simultaneously having increasing pressures to drive value across a complicated and fluid set of metrics and deliver innovations, products, and services more quickly and reliably. The competitive advantage belongs to the companies that can quicken their vision-building and strategy-execution efforts—the ones that can identify challenges more swiftly and accelerate their decision making so they are better able to

formulate and deploy responses decisively yet with greater agility. To successfully accomplish this, companies will have to prioritize creating a culture of leadership that strengthens communication skills and emphasizes systems thinking by building capacity and capability that cuts across the business smokestacks and permeates the entire organization. In *State of Readiness*, Joseph F. Paris Jr. shares over thirty years of international business and operations experience and guides C-suite executives and business-operations and -improvement specialists on a path toward operational excellence, the organizational capability and

situational awareness that is attained as the enterprise reaches a state of alignment for pursuing its strategies. In doing so, create a corporate culture that is committed to the continuous and deliberate improvement of company performance and the circumstances of those who work there—a precursor to becoming a high-performance organization.

Creating Mixed Model Value

Streams Lulu.com
Operational Excellence is achieved when all employees in your organization can see the flow of value to your customers and can make adjustments to that flow before it breaks down. Operational Excellence in Your Office: A Guide

to Achieving Autonomous Value Stream Flow with Lean Techniques presents nine time-tested guidelines for designing business process flow that enable Operational Excellence in the office. Each chapter describes one guideline by using text, illustrations, and practical examples to provide a comprehensive understanding of why creating flow in the office is essential and how to achieve it. Accounting for the reality that most office employees are required to work on many different projects throughout the day, this book details a step-by-step methodology for leveraging traditional value stream flow to

establish Operational Excellence in an office environment. In addition, it describes a more advanced form of flow called "self-healing" flow—in which employees are capable of identifying and fixing problems with the flow without requiring management intervention. Explaining how to achieve Operational Excellence and self-healing flow with the nine guidelines, the book also introduces new concepts such as part-time continuous flow processing cells, workflow cycles, takt capability, integration events, pitch in the office, and ways to tell whether your office is on time. With this book, you will be able to take the knowledge provided and immediately apply it by

following the step-by-step checklists included at the end of each chapter. In addition to the lists of action items for implementing each guideline, the book includes "acid tests" you can use to determine if you have implemented each guideline correctly. When finished, you will have designed an end-to-end flow for the services in your office as well as visual systems to help employees distinguish normal flow from abnormal flow so they can fix flow problems on their own, before they negatively impact your customers. Project to Product Lean Enterprise Institute Inc. Provides the foundation and tools that are essential for an enterprise to bring

Operational Excellence into their organizational culture; gain maximum results, benefits and value

Strategies for and implementing details for enterprises at all levels of maturity from those with programs in place to those looking to improve safety, health, environment performance as well as the efficiency and effectiveness of their operations

Includes topics from concept to sustainability satisfying knowledge requirements of all levels in the organization

Defines program objectives; develops improvement strategies; identifies and prioritizes improvement opportunities; implements improvement plans; monitors, continuously improves and sustains results

Applicable to a broad variety of operating enterprises, academic institutions and third party organizations

The Toyota Way to Continuous Improvement: Linking Strategy and Operational Excellence to Achieve Superior Performance Taylor & Francis

While more and more companies are aggressively pursuing Operational Excellence by employing Six Sigma, Lean, and other continuous improvement methods, the concept has yet to be defined in a way that can be easily taught and applied, especially in industries other than manufacturing. This book fills that need.

Beyond the Lean Office uses a compelling novel format to illustrate what it takes to create and sustain flow and Operational Excellence in the office. Readers learn as they follow the main character through initial attempts to correct late responses to a primary customer and the evolution to an approach based on Operational Excellence. The story illustrates the day-to-day issues that most organizations face in their pursuit of Operational Excellence. To achieve Operational Excellence, it takes more than just a strong leader with passion and drive. The key ingredient is practical knowledge that can be applied quickly and easily by following a process. This book

supplies step-by-step guidance on how to move your office services from point A to point B. The practical insights and guidance presented here create a road map that can be shared with each employee to rapidly move your organization forward. All chapters also include a From the Author section that shares authoritative insights on the topic at hand. After reading this book, you will understand how to design and create self-healing flow that provides reliable, predictable output in the office and operates without the need for management intervention to deliver the services provided by the office. Instead, management focuses on the activities that

grow your enterprise.

Measure What Matters John Wiley & Sons

A practical approach to business

transformation Fit for Growth* is a unique approach to business transformation that explicitly connects growth strategy with cost management and organization restructuring. Drawing on 70-plus years of strategy consulting experience and in-depth research, the experts at PwC's Strategy& lay out a winning framework that helps CEOs and senior executives transform their organizations for sustainable, profitable growth. This approach gives structure to strategy while promoting lasting change. Examples from

Strategy&'s hundreds of clients illustrate successful transformation on the ground, and illuminate how senior and middle managers are able to take ownership and even thrive during difficult periods of transition. Throughout the Fit for Growth process, the focus is on maintaining consistent high-value performance while enabling fundamental change. Strategy& has helped major clients around the globe achieve significant and sustained results with its research-backed approach to restructuring and cost reduction. This book provides practical guidance for leveraging that expertise to make the choices that allow companies to: Achieve

growth while reducing costs Manage transformation and transition productively Create lasting competitive advantage Deliver reliable, high-value performance Sustainable success is founded on efficiency and high performance. Companies are always looking to do more with less, but their efforts often work against them in the long run. Total business transformation requires total buy-in, and it entails a series of decisions that must not be made lightly. The Fit for Growth approach provides a clear strategy and practical framework for growth-

oriented change, with expert guidance on getting it right. *Fit for Growth is a registered service mark of PwC Strategy& Inc. in the United States *Extreme Operational Excellence* Springer Originally published in 1987, this paperback, from the author of THE DISCIPLINE OF MARKET LEADERS demonstrates how companies can profit from establishing more co-operative customer-supplier relationships and describes how customer intimacy works, how to implement it and what pitfalls to look out for. Illustrated with examples from top companies.