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In challenging times, companies must serve their customers faster and more efficiently. This makes improving your business processes more critical than ever. In this book, you'll learn key steps for carrying out a business process improvement initiative, including how to:

- Plan a business process improvement initiative
- Analyze and redesign a current process that needs improvement
- Obtain the resources needed to change a process
- Develop a systematic approach for creating and implementing change



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Editorial Review

About the Author

About Pocket Mentors

The Pocket Mentor series offers immediate solutions to the challenges managers face on the job every day. Each book in the series is packed with handy tools, self-tests, and real life examples to help you identify strengths and weaknesses and hone critical skills. Whether you're at your desk, in a meeting, or on the road, these portable guides enable you to tackle the daily demands of your work with greater speed, savvy, and effectiveness.

Meet Your Mentor

Mark McDonald, PhD, is a leading researcher and practitioner of business process design and business architecture. He is currently Head of Research for Gartner Executive Programs.

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