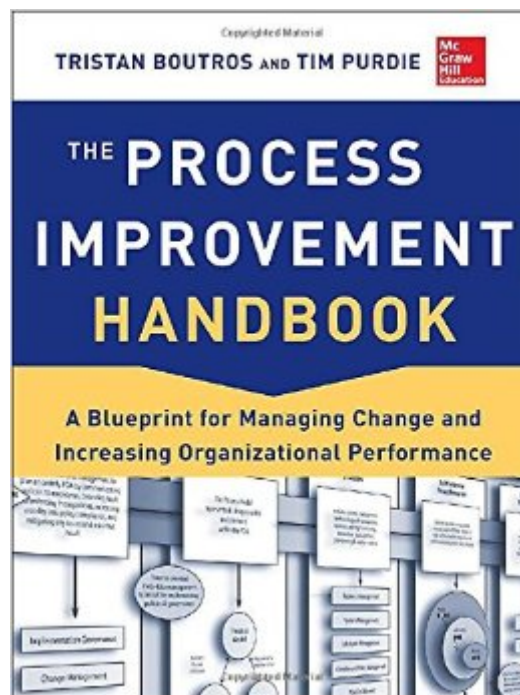


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The Process Improvement Handbook: A Blueprint For Managing Change And Increasing Organizational Performance



Synopsis

Gold Medal Winner of the 2015 Axiom Book Award for best business theory book! The Definitive Guide to Process Improvement and Operational Excellence Today's business environment demands faster responses, better service, and increased agility. The Process Improvement Handbook reveals how to design effective process improvement structures, organizations, and cultures to meet those needs. Focusing on specific process improvement knowledge areas, this practical work establishes the foundation required to create, maintain, and measure processes while equipping practitioners with the necessary skills to deliver consistent, successful outcomes. This definitive resource introduces a body of knowledge for anyone looking to improve their operating environment. The result is process self-sufficiency, extensibility, sustainability, higher quality, and overall speed that increases competitive advantage. The principles explained in this book encapsulate everything needed to be more process mature, and to enable process excellence from start to finish. Coverage includes: The process improvement overview Process maturity Process-Oriented Architecture (POA) Creating a process ecosystem Managing process improvements The process improvement organization Process improvement aptitudes Case examples Process improvement templates and instructions Praise for The Process Improvement Handbook

Book Information

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Customer Reviews

After 15 years working in roles that span IT and the business, I have found that concepts in this book are the best way to articulate IT complexities to the business, and business complexities to IT professionals. In particular, Chapter 4 (Process-Oriented Architecture) and Chapter 5 (Creating a Process Ecosystem) bring IT and the business together, providing the foundation for wholesale organizational change. Maintaining an enterprise-wide ecosystem of processes, systems, departments, roles, business rules, policies and key performance metrics allows for unparalleled insight into the operations, challenges and opportunities within large organizations. Encapsulated in this book are the secrets to bridging the gap between IT and the business. This is a must read for all business technology professionals.

At its most basic and simplest level Process Improvement involves rigorous application of standard methodologies, best practices, and common approaches to business processes. Yet this core structure would be ineffective if not managed appropriately. The Process Improvement Handbook flawlessly merges these two components both by defining the structure and the essential framework by which to operate. This includes not only identifying key organizational metrics, and performance dashboards but also the all important human element in terms of the role both leadership teams and individuals play in improving any process. Chapter six of the book gives an in depth overview of this essential union. I echo the comments of others who have both read and reviewed this publication that it is a must read for any IT or business professional seeking to increase organizational performance through process improvement.

The inability to adapt to change is a problem faced by many organizations today. The Process Improvement Handbook is a great read for anyone looking for insight into a unique way to improve business performance and manage change. The authors really provide a complete solution for managing any complex "process eco-system", as in any organization that wishes to operate as a unit. Additionally, the Process-Oriented Architecture (POA) provides an exceptional framework for bridging the gap that exists between most business & IT teams today. This is definitely a must read for every business process management professional.

Overall, this book is a solid and practical resource for process improvement practitioners. It is clear that the authors have had extensive real world experience in executing process improvement practices and change management in large, matrix organizations. A must read guide for beginners to understand key concept and methodologies as well as as a valuable desktop resource for executive

leadership.

They say you should never judge a book by its cover but in the case of The Process Improvement Handbook make an exception. This book really excels in covering a huge range of topics from getting started and defining a Process-Oriented Architecture then moving onto Process Improvements and of course how to go about applying, with actual examples that are relatable to the reader. The authors do a great job at providing a large range of content while keeping the book extremely focused and concise. provides the Table of Contents and some pages as a sneak peak, after looking I instantly bought and I wasn't disappointed. Highly recommended.

After ordering this book, I cancelled my pre-order of the author's second book. This book is not bad, the content and templates it provides are not bad, but they are not something I would use in real life. I think they provide excellent academic tools for learning about process, but are too heavy for today's process improvement techniques using agile, lean, and user's of Reinertsen's product development flow principles. This is blatantly clear when you get to the case studies which are about an order going wrong on , a broken zipper on a child's coat, and the ones that are business related are so simplified they are not worth reading. They use none of the heavy templates provided through out the book. On the flip side, I think this book would make a good class room book. Students read, discuss, fill out templates, and discuss their reasoning. The reason for the 3 star review is not that the quality of the material is bad, it is the claims the book makes about itself being for able to be used in any other setting than the class room.

I have been a process improvement expert for 30 years. If you cruise through the volumes of published books on process improvement there are many, and they are useful guides to get the job done within an organization wishing to modernize their processes. I really like seeing a "published refresh" , and that is what we are getting with this handbook. While it does not ascribe only to lean or six sigma, they are covered in a clear and practical way. Practicing professionals need that so they can simply pick it up and clearly share it with making the transformation in their organizations. Process improvement is far more than just using the right tools and techniques. There is also the organization or soft side of adoption and buy-in. If you are going to implement changes to processes in a skeptical organization where folks are asking, "what is in it for me?"; then you need a clear and effective guide. Boutros and Purdie have delivered the goods. While some have complained that this book is pricey, it will pay for itself many times over if you apply these to your organization.

Thanks guys, good job.

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