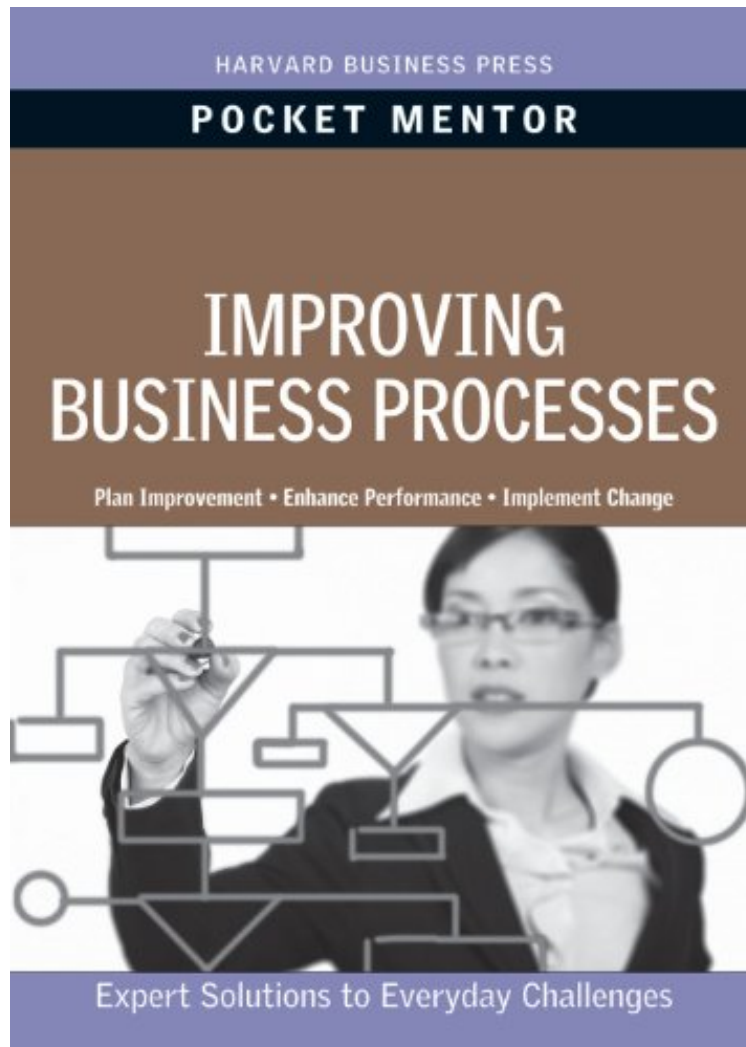


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0 of 0 people found the following review helpful. Nice introduction to Business Process Improvement By Jon P. I use this book (along with a couple of others) in a freshman level college course I teach on systems design. It is a nice, concise book to use as an introductory text business processes systems. 1 of 1 people found the following review helpful. Improving Business Processes (Pocket Mentor) By Jorge Asprilla It is a book that provides very good recommendations of how to conduct a business process improvements. It goes step by step describing how to achieve the desired goal. It provides some graphic information that is useful to better understand how to create visual maps. The questionnaire or test at the end is very useful to validate the knowledge that has been obtained. I strongly

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By Marti
Mengarelli
Good sensible reading in a straightforward language that touches upon the biggest issues to improve processes. The time for reading is really short. Totally worth reading.

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

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.