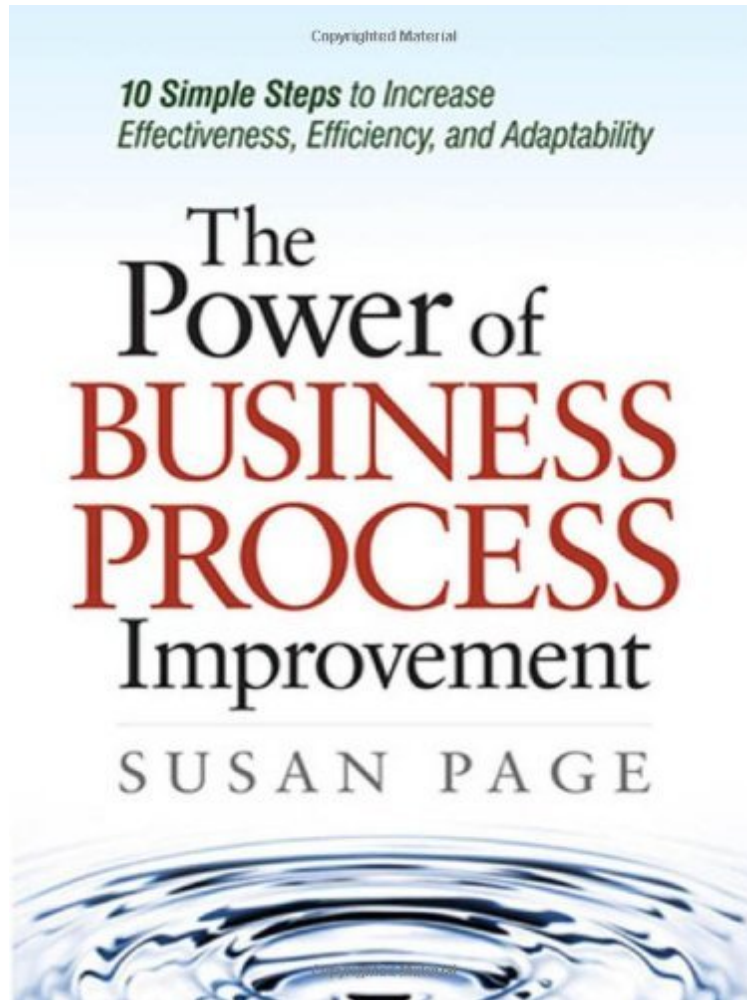


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## The Power of Business Process Improvement: 10 Simple Steps to Increase Effectiveness, Efficiency, and Adaptability

*Susan Page*

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**Susan Page : The Power of Business Process Improvement: 10 Simple Steps to Increase Effectiveness, Efficiency, and Adaptability** before purchasing it in order to gage whether or not it would be worth my time, and all praised The Power of Business Process Improvement: 10 Simple Steps to Increase Effectiveness, Efficiency, and Adaptability:

3 of 3 people found the following review helpful. Real ResultsBy CustomerThe best part of this book is its ease in laying out an actual plan to improve struggles in your organization. While it is not rocket science most individuals do not take the time to identify the real breakdowns and then of those, which ones require the time, energy and money to improve them. One of the most useful tools provided was the process prioritization table framework. I have been in more situations than I would like to admit where people want to spend so much time focusing on a problem that is so

small it is not even worth the effort. Creating a table and having the team lay out those issues that are of highest priority and then rank them, helps them to visually see the impact. Susan Page also provides formulas for the scoring for the evaluation. This was a tremendous help in having the team determine where we should spend our resources. While I have seen other reviews on here state this book is not for someone who is advanced in BPMN, I was actually happy to see that. As a busy professional I found this book extremely easy to read and understand. I took the tools from the book and start using them right away. As a result I was able to identify a gap in our new hiring process after a recent implementation and bring down the errors from 69% for each new hire to 39% in the first week after reading this book. I highly recommend this book to anybody looking for tools to improve efficiency and productivity. 11 of 11 people found the following review helpful. 5 Stars! By A. Hopkins If you want a clear, easy-to-understand book on business process improvement, then this is the book for you. The author's approach is very well organized and she tells you the whole story, instead of leaving you adrift as some books do. Her writing style turns a subject that can be viewed as dull into something interesting. I highly recommend adding *The Power of Business Process Improvement* to your book shelf. It is the type of book that you will find yourself referring to again and again. 5 of 5 people found the following review helpful. Simple Steps By Christine Maskiewicz *The Power of Business Process Improvement* has been instrumental in simplifying the steps to achieve Lean. I have been working with Lean Manufacturing for approximately 7 years. My team was awarded Shingo Prize in 2007. This book was truly the best organized and easiest to understand and implement. The concepts are clear and concise. I will add Susan Page to my favorites as an author and have enjoyed her book. For those of you who are beginning the Lean Journey... I recommend HIGHLY to pick up this book and start reading. For those of you who have worked with Lean for years, you must read this. It will allow your team to standardize and sustain your Lean Library putting everyone on the same page. Happy Reading!!

Every business process in every organization can be made better, more efficient, more flexible and more adaptable to changing needs. Business process improvement (BPI) can drive substantial bottom-line increases, ultimately accelerating the revenue cycle. "*The Power of Business-Process Improvement*" proves that even sweeping BPI initiatives don't have to be complex, time-consuming projects. This incredibly practical book cuts through lengthy, technical explanations with a 10-step method designed for busy professionals with real-world problems. Starting with simple tools to help the reader develop a process inventory, the book shows how to prioritize and map processes, apply improvement techniques, test new processes and rework them as necessary and implement the changes.

"With *The Power of Business Process Improvement* to lead the way, business managers will have the power to help their business stay competitive and responsive to customers, as well as nimble and resilient." --*The Work Style Magazine* From the Author If you are new to business process improvement (BPI), you will find this book easy to follow and learn that you can do this work. If you are an experienced professional with a background in BPI, you too will find some useful tips and a different way to approach the work. If you purchase the Kindle version of this book you may want to consider also buying *The Workbook* (ISBN: 9780976042839), so that you have a place to write down your answers to the ten steps for your case. From the Inside Flap Are you baffled by why your department makes the same errors repeatedly? Would you like to focus your employees' limited time on more valuable work? Are you struggling to resolve an issue you know little about or make sense of overwhelming new responsibilities? The answer to all of these common challenges, and many more, is business process improvement (BPI). If you think BPI sounds complex, like a job for a quality management or reengineering guru, think again. A process is simply following a series of actions to bring about a result—something you do every time you make yourself breakfast. In *The Power of Business Process Improvement*, you'll learn how to put this navigation skill to work to solve real problems in real time. A seasoned business process analyst, Susan Page goes straight to the core of what every business professional needs to know about BPI. What's more, she demonstrates how to apply BPI to any department or dilemma with the ultimate goal of making the whole business more effective, efficient, and flexible. Along with a pragmatic and engaging approach to BPI, *The Power of Business Process Improvement* presents a proven 10-step formula. You'll find a roadmap to guide you from the first crucial step of prioritizing the processes that need fixing to the final step of ensuring that a business process continually delivers value to the business. At every step, you'll also find specific techniques, tools, case studies, and a helpful estimate of how long the step will take to complete. Arranged in a results-oriented progression, the steps to BPI will help you:

- Eliminate duplication and bureaucracy.
- Explain what a process costs.
- Clearly define process boundaries.
- Establish internal controls to reduce human errors.
- Test and rework the process before introducing it to your superiors or customers.
- Implement the change.

With *The Power of Business Process Improvement* to lead the way, you'll reap the rewards of increasing your responsiveness to customers, increasing the productivity of your employees, and enabling your company to adapt to changing needs and stay competitive. "When you have the expertise to examine and understand how business processes work, it sets you apart from the rest," Susan Page assures, "because you have the power to demonstrate the value that the process delivers, its importance to your

company, and the effect that a single change can produce.” Susan Page is an experienced business process improvement consultant who has worked with the computer, banking, and entertainment industries. She has worked for a major entertainment company in Orlando, Florida, for the past 12 years, and is currently a manager of Human Resources Information Systems (HRIS).