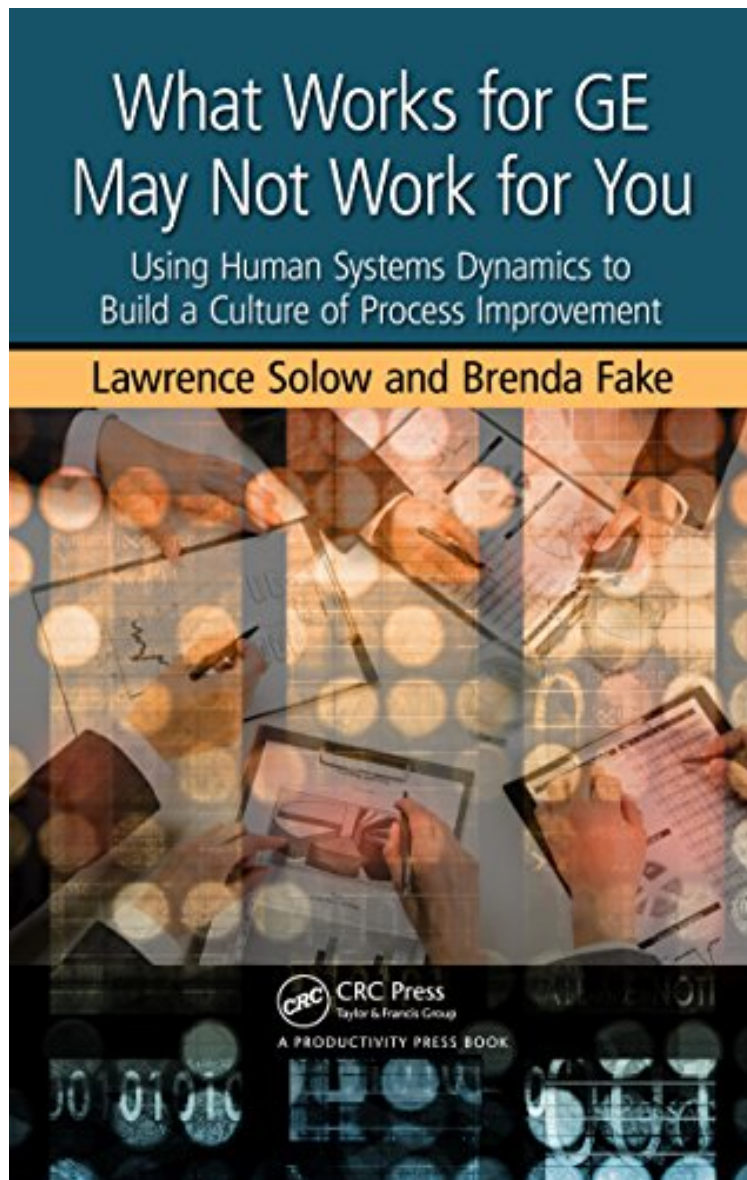


(Free) What Works for GE May Not Work for You: Using Human Systems Dynamics to Build a Culture of Process Improvement

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Lawrence Solow, Brenda Fake
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2 of 2 people found the following review helpful. Great Book on Change Management By Customer This book is an excellent book for those seeking information on change management. I used this book for a graduate assignment. It introduced me to Human Systems Dynamics (HSD) and its founder, Mr. Solow and Ms. Fake collaborated to present situations where HSD technologies can be used to implement Six Sigma within a company. Some of the technologies mentioned are Complex Adaptive System Diagrams, Landscape Diagrams, the 7Cs Model, Conflicting Decision Maps, and Fractals. The book clearly explains the technologies and how they are used. I recommend this book to those managers who are trying to implement change but need help to make change a success. Mr. Solow and Ms. Fake are truly experts and their book is a testament to that.

4 of 4 people found the following review helpful. Learning Improving at Your Job By Tina K, Change Leader Process Improvement A great overview of complexity and human dynamics which also includes some methods and tools to start to use immediately. The book stimulates one's thinking by one's reviewing past projects that didn't have desired results and how to use complexity for a different approach to solve problem (or get different results).

0 of 0 people found the following review helpful. Excellent Tool By Kutter Pibble Kid Insightful and relevant.

What Works for GE May Not Work for You: Using Human Systems Dynamics to Build a Culture of Process Improvement provides new tools for managing and sustaining process improvement in today's complex non-linear environments and helps readers apply new, relevant theory to their own management practices. With more than 50 combined years of change management and process improvement consulting experience, the authors offer valuable practical insights for creating dynamic organizational change. The first section of the book describes the key bodies of knowledge and process improvement processes (Lean, Six Sigma, and Human Systems Dynamics) used throughout the text. The next two sections focus on the case story of TryinHard Marine. The authors first highlight the dynamics of a typical linear process improvement implementation. They then present ways to combat a range of complex, non-linear, and emergent organizational issues as they arise during the implementation of a Six Sigma initiative. The last part explains how to assess readiness to begin a process improvement initiative, select consultants and internal "Belt" candidates, and choose the appropriate tools for projects. The authors also introduce additional tools and concepts to enable adaptive action at all levels of an organization. This book provides useful information for thinking and behaving in adaptive ways that can be applied to any organization. By using the concepts, models, and tools presented, readers can improve their own business improvement processes. The book has an accompanying website with more information.