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Process Improvement Performance Management Made Simple

By Andrew Muras

Xlibris Corporation. Paperback. Book Condition: New. Paperback. 208 pages. Dimensions: 8.9in. x 5.9in. x 0.9in. Can you get rapid results and still be effective? Where do you begin and what techniques should you use? What have others done and what were their lessons learned? Andrew Muras and Glenn Goodnight answer these questions and many more based on years of experience in implementing and teaching at both commercial and government organizations. Filled with case studies, this book highlights techniques that are effective in the real world. Whether practitioner, manager or executive, you're sure to gain the insights needed for program success. I find their approach to foundational aspects both structurally sound and engaging and critical for sustaining cost and quality performance improvements. Dr. Penny Weller, Hackett Group: FastTrack is easy to use, easy to understand, and easy to communicate. Billie Gayle Lewis, LSS Blackbelt: I've been working with Andrew and Glenn for many years; their workshops and trainings are typically our best attended and highest rated events. Guy Clayton, Director, IQPC: Table of Contents Chapter 1: The FastTrack Approach for Rapid, Cost Effective Implementations Chapter 2: Shared Services Chapter 3: Chargebacks, Service Level Agreements and Service Catalogues Chapter 4: Information Technology Chapter 5:...



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