

No Excuses A Business Process Approach To Managing Operational Risk By Stein Dennis I Flast Robert H Wiley2008 Hardcover

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The first book of its kind to recognize that integrating business process management with operational risk management can dramatically increase an organization's optimal business performance, No Excuses is a practical how-to guide, presenting step-by-step lessons and checklists to help identify and mitigate operational risks in an organization. Written by Dennis Dickstein and Robert Flast—an operational risk manager and a business consultant—this timely book capitalizes on the authors ...

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"Why should a company have an operational risk management function and how should it be organized? No Excuses proposes that operational risk should be examined through the business processes, that is, the flows of business. It provides practical, how-to, step-by-step lessons and checklists to help identify and mitigate operational risks in an organization. As well, it shows how operational risk can be directly linked to the process flows of a business for all industries. CEOs, CFOs, COOs, CROs, CIOs, and CAOs will benefit from this innovative book"--Provided by publisher.

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Today's business environment is characterized by hypercompetition and the development of the Internet. Fierce competition between suppliers and the availability of abundant information have caused a shift in bargaining power from producers/suppliers to buyers and consumers. Consequently, Business Process Management (BPM) OCo i.e. management tool to optimize and control operations flows by viewing the transactions within and outside corporations as processes, with the focus on speedily meeting customers' needs OCo has emerged as a popular management framework. However, recent research on BPM has put too much emphasis on information sharing and the visualization of business processes using IT innovations. This book argues that BPM must be linked with existing management tools. Based on survey results of Japanese and Korean companies' BPM practices, the book demonstrates how to build BPM as a holistic management model by addressing the importance of BPM views, the effectiveness of its approach, and the latest research trends. Sample Chapter(s). Chapter 1: The Conceptual Framework of Business Process Management (116 KB). Contents: Theory and Framework of BPM: The Conceptual Framework of Business Process Management (G-Y Lee); Organic Coupling Between BPM and Management Information (R Uematsu); The Business Process Network Strategy of SMEs (S Arimoto); Global Process Management (Y Asakura); Case Studies of BPM in Japanese and Korean Companies: Business Process Innovations in Panasonic Corporation: A Case Study (M Kosuga); BPM Practices in a Japanese Company: A Case Study of Canon Co. Ltd. (Y Asakura & A Kimura); BPM Practices in a Korean Company: A Case Study of LG Electronics Co. Ltd (G-Y Lee); Business Process Management: A Case of Korea Telecommunication Co. (KT) (B Sohn); Empirical Studies of BPM in Japanese and Korean Companies: Current Status of Process Management in Japanese and Korean Companies (K Sakate & N Yamaguchi); Comparison Between Japanese and Korean Companies from the Viewpoint of Balanced Scorecard (Y Nagasaka). Readership: Management staff in public and business corporations; academics, researchers and advanced undergraduates and graduate students in management.

Business processes are the production lines of the new economy. When they fail us, our products and services fail our customers, and our business fails its owners. The more businesses change, the more they must concern themselves with their stakeholder relationships and manage their processes so that technologies and organization designs have a common business purpose. This book shows you how to deliver integral processes and helps you build a fully process-managed enterprise. The Process Management Framework provides the strategic guidance and tactical steps to make the switch. Encompassing eight phases, the Framework migrates organizational and process transformation through strategy, design, realization, and actual operations. For each phase, this book provides detailed descriptions of the steps, their inputs, outputs, guides, and enablers, as well as the tricks, traps, and best practices learned by experienced practitioners. It also covers the related disciplines of managing programs, risk, quality, projects, and human change, and how process management is the key to ensure a fit among all these areas. For those of you about to embark on a process journey, this book provides a compelling call to action, a guide for management, and an invaluable reference. Learn the concepts and transform your business! See why process management is an inevitable trend that won't go away. Understand why relationship management needs effective processes to work. Define your stakeholders and determine their needs. Discover what other organizations have done to manage processes successfully. Explore a complete framework for managing business, process, and human change. Apply your knowledge to manage process projects effectively and efficiently. Learn what to do and what to avoid in every step. Develop processes to align technology, organization, and facility transformation. Gain cross-organizational acceptance of process and personal change. Anticipate objections and proactively manage stakeholder concerns.

THE EXECUTIVE GUIDE TO BUSINESS PROCESS MANAGEMENT has been written primarily for business executives, decision makers, informal leaders, and managers to provide a highlevel comprehensive overview of the powerful family of Business Process Management (BPM) methodologies. It is also for people who want to build the wealth of their organizations by applying sound, effective, and sustainable improvement strategies. The book provides a comprehensive, high-level overview of specific strategies to achieve continuous improvement objectives by applying Business Process Management methodologies. The author strongly believes that implementation of Lean, Six Sigma, or similar methodologies based on BPM paradigms significantly transform organizations, and dramatically increase their efficiency, effectiveness, and ability to achieve faster business goals and meet customer expectations. The hope is that this book will not only change the way you think about your organization, how it functions, and how it can excel, but that it will also have a profound impact on your life by making it equally successful. Many of the techniques and tools described here can dramatically improve your professional or even private life.

Overcome the interpersonal challenges holding your business back Is your workplace riddled with gossip, power struggles, and confusion? Do you seek clarity in your management and cohesiveness in your team? Do you have a personal obstacle affecting your professional success? If so, there is good news-help is on the way. Stop Workplace Drama offers down-to-earth, practical methods to help business owners, entrepreneurs, and private practice professionals maximize success, increase productivity, and improve teamwork and personal performance. Identify "drama" barriers and help your employees break free to experience higher personal effectiveness and increased productivity Each of the eight points is full of universal and practical principles any business leader, sales director or entrepreneur can put to use immediately Author Marlene Chism has shared her signature process with organizations such as McDonalds and NASA When you're in the thick of business competition, you and your team need to function freely without internal conflicts, confusions, or rivalries. Stop Workplace Drama ensures that your employees will be able to give their best to create a healthy, profitable workplace.

Across a variety of disciplines, data and statistics form the backbone of knowledge. To ensure the reliability and validity of data, appropriate measures must be taken in conducting studies and reporting findings. Research Methods: Concepts, Methodologies, Tools, and Applications compiles chapters on key considerations in the management, development, and distribution of data. With its focus on both fundamental concepts and advanced topics, this multi-volume reference work will be a valuable addition to researchers, scholars, and students of science, mathematics, and engineering.

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