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Operational Excellence Handbook is designed for leaders and practitioners wishing to transform their organizations through strategy and culture, and through the application of operational excellence approaches, methodologies, processes, and tools. The handbook contains 70 chapters organized in five sections describing strategy, culture, methodologies, project management, and tools that are helpful to create immediate and sustainable value for your organization.

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bigger than a single definition. We must not simply define operational excellence; we must communicate, discuss, measure, live and breathe it, in order to achieve its benefits and sustain the culture. Let us examine the term operational excellence and its components. Operational refers to the activities and functions of your business;

Operational Excellence Handbook

Operational Excellence Handbook: A Must Have For Those Embarking On a Journey of Transformation And Continuous Improvement; Blackstone's Handbook for Policing Students 2017, 11th Ed. eBooks & eLearning. Posted by thingska at May 6, 2017.

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The systematic improvements in operational excellence are geared toward creating efficient value streams, meaning that they flow at the rate of customer demand. Operational excellence specialists make the timing of value streams visual and visible. In a manufacturing plant, the assembly line is an instantly visible value stream.

Key Principles of Operational Excellence | Smartsheet

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Operational Excellence Lean Manufacturing/Total Quality Management . 2 Business Culture Challenges Sheridan . 3 ... you must know what to do, and then do your best "

Operational Excellence Handbook is designed for leaders and practitioners wishing to transform their organizations through strategy and culture, and through the application of operational excellence approaches, methodologies, processes, and tools. The handbook contains 70 chapters organized in five sections describing strategy, culture, methodologies, project management, and tools that are helpful to create immediate and sustainable value for your organization. As you travel on your value generation journey, you will wish to select the appropriate approach, methodologies, and tools - based on your organization's current situation, future strategies and goals, resource availability and limitations, as well as urgency and schedule needs - that will provide immediate value. With the purchase of this handbook, the reader has access to a file containing all templates referenced in the book.

Beyond Six Sigma and Lean! Design your processes to facilitate real business growth, in both healthy and unhealthy economies Design for Operational Excellence defines why companies embark upon continuous improvement—and the true answer is not to improve efficiency, quality, or eliminate waste! The reason is to achieve Operational Excellence. Duggan, an established authority on OpEx, provides the design criteria and guidelines that enable you to grow your business organically by refocusing management ' s attention from running the business to growing the business. Founded on eight key principles, this groundbreaking system facilitates the continuous flow of value into any operation—from customer service to sales to manufacturing. Kevin J. Duggan is a renowned speaker, executive mentor, and educator in applying advanced lean techniques to achieve Operational Excellence and the author of two books on the subject: Creating Mixed Model Value Streams and The Office That Grows Your Business—Achieving Operational Excellence in Your Business Processes. As the Founder of the Institute for Operational Excellence, the leading educational center on Operational Excellence, and Duggan Associates, an international training and advisory firm, Kevin has assisted many major corporations worldwide, including United Technologies Corporation, Caterpillar, Pratt & Whitney, Singapore Airlines, IDEX Corporation, GKN and Parker Hannifin. A recognized expert on Operational Excellence, Kevin is a frequent keynote speaker, master of ceremonies, and panelist at international conferences, and has appeared on CNN and the Fox Business Network.

The old definition of operational excellence is a relic. Our world is too complex, too interconnected, and too fast-moving for organizations to achieve dramatic results simply by eliminating waste and increasing standardization. After all, no company ever cut their way to sustainable growth. True operational excellence is not about "lean" or six sigma or any other methodology. Operational excellence is a mindset, and it achieves breakthrough results. It requires a company culture that questions current models and focuses on adding value, making improvements, and increasing speed. Operational excellence is about finding money and performance boosts in areas businesses don't normally look. Redefining Operational Excellence covers it all--processes, people, and operations--and shares specific strategies to: Drive innovation and collaboration Engage customers Attract and retain top people Align strategy and execution Optimize speed And more Operational excellence is the relentless pursuit of doing things better. This revelatory guide presents a groundbreaking way of doing things that will benefit organizations and their customers.

Operational Excellence is achieved when all employees in your organization can see the flow of value to your customers and can make adjustments to that flow before it breaks down. Operational Excellence in Your Office: A Guide to Achieving Autonomous Value Stream Flow with Lean Techniques presents nine time-tested guidelines for designing business process flow that enable Operational Excellence in the office. Each chapter describes one guideline by using text, illustrations, and practical examples to provide a comprehensive understanding of why creating flow in the office is essential and how to achieve it. Accounting for the reality that most office employees are required to work on many different projects throughout the day, this book details a step-by-step methodology for leveraging traditional value stream flow to establish Operational Excellence in an office environment. In addition, it describes a more advanced form of flow called "self-healing" flow—in which employees are capable of identifying and fixing problems with the flow without requiring management intervention. Explaining how to achieve Operational Excellence and self-healing flow with the nine guidelines, the book also introduces new concepts such as part-time continuous flow processing cells, workflow cycles, takt capability, integration events, pitch in the office, and ways to tell whether your office is on time. With this book, you will be able to take the knowledge provided and immediately apply it by following the step-by-step checklists included at the end of each chapter. In addition to the lists of action items for implementing each guideline, the book includes "acid tests" you can use to determine if you have implemented each guideline correctly. When finished, you will have designed an end-to-end flow for the services in your office as well as visual systems to help employees distinguish normal flow from abnormal flow so they can fix flow problems on their own, before they negatively impact your customers.

Provides the foundation and tools that are essential for an enterprise to bring Operational Excellence into their organizational culture; gain maximum results, benefits and value Strategies for and implementing details for enterprises at all levels of maturity from those with programs in place to those looking to improve safety, health, environment performance as well as the efficiency and effectiveness of their operations Includes topics from concept to sustainability satisfying knowledge requirements of all levels in the organization Defines program objectives; develops improvement strategies; identifies and prioritizes improvement opportunities; implements improvement plans; monitors, continuously improves and sustains results Applicable to a broad variety of operating enterprises, academic institutions and third party implementing organizations

Accelerated Strategy Development and Execution The company of today has its supply chains and finances stretched further around the globe than ever before while simultaneously having increasing pressures to drive value across a complicated and fluid set of metrics and deliver innovations, products, and services more quickly and reliably.

The competitive advantage belongs to the companies that can quicken their vision-building and strategy-execution efforts—the ones that can identify challenges more swiftly and accelerate their decision making so they are better able to formulate and deploy responses decisively yet with greater agility. To successfully accomplish this, companies will have to prioritize creating a culture of leadership that strengthens communication skills and emphasizes systems thinking by building capacity and capability that cuts across the business smokestacks and permeates the entire organization. In State of Readiness, Joseph F. Paris Jr. shares over thirty years of international business and operations experience and guides C-suite executives and business-operations and -improvement specialists on a path toward operational excellence, the organizational capability and situational awareness that is attained as the enterprise reaches a state of alignment for pursuing its strategies. In doing so, create a corporate culture that is committed to the continuous and deliberate improvement of company performance and the circumstances of those who work there—a precursor to becoming a high-performance organization.

The second edition of Enterprise Excellence Handbook is a step-by-step guide to success designed for leaders and practitioners. It is organized in five major sections describing strategy, culture, project management, problem solving, and workshop facilitation. It is a must-have resource that will guide you in creating immediate and sustainable value for your organization. This Handbook includes: Strategy Driven for Success to define, deploy, and achieve strategic objectives; Cultural Engagement for Success to create an engaged and high-performing culture; Project Management for Success to complete projects within budget and on time; Problem Solving for Success to eliminate the root cause and implement a sustainable solution; Workshop Facilitation for Success to efficiently and effectively facilitate fast-paced events - problem-solving workshops and other types of workshops. With the purchase of this handbook, the reader has access to a downloadable file containing all templates referenced in the book.

Operations excellence is the single most important factor in reaching the next level of operational performance. Whether a team leader, a small-business owner, or a veteran operations professional, Back to Basics will equip you with the tools and strategies you need to begin your journey toward operations excellence. After each discussion, four true-to-life cases illustrate how common problems encountered at every level of operations can be overcome through application of the techniques learned in the preceding chapter. Original.

Presented from the perspective of practitioners, researchers and academics, The Ten Commandments of Lean Six Sigma serves as a practical guide for senior managers and executives who want to achieve operational and service excellence in various manufacturing, service and public sector organizations.

Generate Better, Faster Results— Using Less Capital and Fewer Resources! "[The High-Velocity Edge] contains ideas that form the basis for structured continuous learning and improvement in every aspect of our lives. While this book is tailored to business leaders, it should be read by high school seniors, college students, and those already in the workforce. With the broad societal application of these ideas, we can achieve levels of accomplishment not even imagined by most people. " The Honorable Paul H. O ' Neill, former CEO and Chairman, Alcoa, and Former Secretary of the Treasury " Some firms outperform competitors in many ways at once—cost, speed, innovation, service. How? Steve Spear opened my eyes to the secret of systemizing innovation: taking it from the occasional, unpredictable ' stroke of genius ' to something you and your people do month-in, month-out to outdistance rivals. " Scott D. Cook, founder and Chairman of the Executive Committee, Intuit, Inc. " Steven Spear connects a deep study of systems with practical management insights and does it better than any organizational scholar I know. [This] is a profoundly important book that will challenge and inspire executives in all industries to think more clearly about the technical and social foundations of organizational excellence. " Donald M. Berwick, M.D., M.P.P., President and CEO, Institute for Healthcare Improvement About the Book How can some companies perform so well that their industry counterparts are competitors in name only? Although they operate in the same industry, serve the same market, and even use the same suppliers, these extraordinary, high-velocity organizations consistently outperform all the competition—and, more importantly, continually widen their leads. In The High-Velocity Edge, the reissued edition of five-time Shingo Prize winner Steven J. Spear ' s critically acclaimed book Chasing the Rabbit, Spear describes what sets market-dominating companies apart and provides a detailed framework you can leverage to surge to the lead in your own industry. Spear examines the internal operations of dominant organizations across a wide spectrum of industries, from technology to design and from manufacturing to health care. While he investigates several great operational triumphs, like top-tier teaching hospitals' fantastic improvements in quality of care, Pratt & Whitney ' s competitive gains in jet engine design, and the U.S. Navy ' s breakthroughs in inventing and applying nuclear propulsion, The High-Velocity Edge is not just about the adoration of success. It also takes a critical look at some of the operational missteps that have humbled even the most reputable and respected of companies and organizations. The decades-long prominence of Toyota, for example, is contrasted with the many factors leading to the automaker ' s sweeping 2010 product recalls. Taken together, these multiple perspectives and in-depth case studies show how to: Build a system of " dynamic discovery " designed to reveal operational problems and weaknesses as they arise Attack and solve problems when and where they occur, converting weaknesses into strengths Disseminate knowledge gained from solving local problems throughout the company as a whole Create managers invested in developing everyone ' s capacity to continually innovate and improve Whatever kind of company you operate—from technology to fi nance to healthcare—mastery of these four key capabilities will put you on the fast track to operational excellence, where you will generate faster, better results—using less capital and fewer resources. Apply the lessons of Steven J. Spear and gain a high-velocity edge over every competitor in your industry.

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