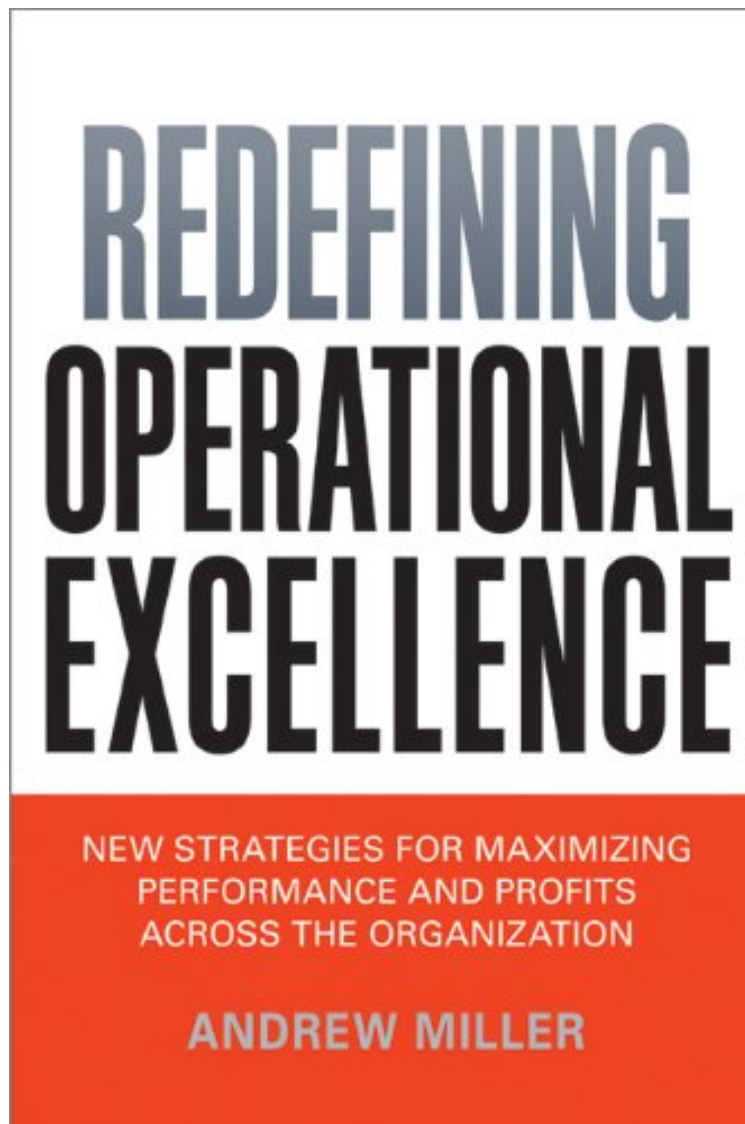


[Download ebook] Redefining Operational Excellence: New Strategies for Maximizing Performance and Profits Across the Organization

Redefining Operational Excellence: New Strategies for Maximizing Performance and Profits Across the Organization

Andrew Miller

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Andrew Miller : Redefining Operational Excellence: New Strategies for Maximizing Performance and Profits Across the Organization before purchasing it in order to gage whether or not it would be worth my time, and all praised Redefining Operational Excellence: New Strategies for Maximizing Performance and Profits Across the Organization:

0 of 0 people found the following review helpful. A well written, easy to read, and inspiring book.By Cesar A.

Vasquez It is of especial interest the definition of the four components of Operational excellence and the point of view about optimizing speed, result of strategy aligned to tactics well supported by top talent with the right skills. The message here is that faster is not necessarily always better, something we may have questioned at a certain point in our careers but did not have the right arguments to support. Another high point is his approach to maximize profitability through innovation to ndash;not all butndash; the best clients, emphasizing that innovation is a collaborative effort working in two fronts: First, via a formal innovation process to deliver innovative solutions to solve customer problems those customers may or may not be aware they have, and second fostering a culture that rewards risk taking and experimentation that does not penalize failure. All these themes are fully developed throughout the book, providing a good guidance about how to implement a successful Operational Excellence program in real life. 0 of 0 people found the following review helpful. Finally, The Mindset behind Operational Excellence and Performance and Profits! By Chad Barr, Author of Million Dollar Web Presence I love the word instantiation, which means taking the complex and making it simple. The remarkable thing about this book is the fact that Andrew is able to simplify this complex topic, make it fascinating and provide key insights for your dramatic success. This book will show you how to achieve Operational Excellence by: * Attracting and retaining top talent * Ensuring strategic and tactical alignment * Driving innovation and collaboration * Enhancing customer engagement and retention Achieving all of these by optimizing speed and maximizing profitability. .Read this book and you will bring Operational Excellence and transformational success into your own organization! 1 of 1 people found the following review helpful. A decent effort... By Sanjeev Singh The author emphasizes the shift from tools and techniques dependent to a holistic approach with emphasis on people and culture. The examples of 3M, IBM etc to support the above argument are quite generic and do not reveal the how part of the transformation. These examples could have been further researched and in more details. Overall a decent effort.

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.

"The book is clear and practical, with sensible foundational principles and lots of tips on how to implement his ideas." --The Globe and Mail "ldquo;hellip; targets large or small business operations and gives useful examples for businesses on the operational excellence trackhellip;. examples are practical, relevant and make good sense.rdqquo; -- Vancouver Business Journal "ldquo;Book offers a fresh perspective on operations and a roadmap for integrating the markers of its excellence into a company's DNA.rdqquo; --New Equipment Digest "ldquo;The book is very intriguing. It describes a 'new' way of thinking and approaching operational excellence that is refreshing..."--PM World Journal "ldquo;hellip; giv[es] your organization tools to decide when to speed up, when to slow down and how to implement a culture of speed optimization.rdqquo; --Industrial Engineer "ldquo;hellip; will assist any organization (retail, services, healthcare, etc.) in redefining its own situations and provide a roadmap for improved operational excellence... recommendations are easy to understand and practical to implement.rdqquo; ndash;Strategic Finance From the Inside Flap It's a fairy tale: No company ever "cut" its way to sustainable growth simply by eliminating waste and increasing standardization. True operational excellence isn't about "lean" or Six Sigma or any other trendy methodology. It's a mindset based around the relentless pursuit of doing things better. Redefining Operational Excellence examines what the most successful companies in the world do now, and will continue to do in the future, in order to reach heights and achieve results they never thought possible. Presenting a groundbreaking way of doing things that will benefit your organization and your customers, this book reveals that the true achievement of excellence requires you to foster a company culture that questions current models and focuses on adding value, making improvements, and optimizing speed. You'll learn how to find money and performance boosts in areas where you wouldn't normally look, and rediscover the concept of "excellence" in a manner sophisticated enough to address the complexity, interconnectedness, and increasing speed of today's business environment. Bringing together strategies around innovation and collaboration; customer engagement and acquisition; customer on-boarding and retention; alignment of strategy and execution; attracting, hiring and retaining top people; and the achievement of optimal enterprise velocity, Redefining Operational Excellence outlines both the organizational and the customer benefits to pursuing operational excellence, and provides a roadmap on how to implement these strategies successfully. This book covers it all--processes, people, and operations--and provides powerful techniques for transforming your operations

across the board. The book describes the Four Phases of operational excellence, helping you redefine the way you and your organization measure success. You'll discover the difference between responsibility and accountability, and how to leverage the exponential value of customer retention for profitable growth. The book also detonates the myth of the first-mover advantage, revealing how to determine when to speed up and when to slow down, and showing you how to implement a culture of speed optimization. You'll learn how to get technology out of your way by fixing the process first, and then implementing the technology, as well as the benefits of creating a centralized department and much more. Simply put, the old definition of operational excellence is a relic. Redefining Operational Excellence unveils a new way of thinking about operations, and provides a system for pursuing excellence that will enable your company to reap dramatic financial and performance benefits as it moves its way into the future. ANDREW MILLER is an expert in operational excellence whose clients include Mount Sinai Hospital, the Bank of Nova Scotia, McKesson Canada, 3M, and other world-class institutions. Before starting his firm in 2006, he held senior consulting positions with IBM Business Consulting Services and Price-waterhouseCoopers Consulting. Connect with Andrew at www.acmconsulting.ca. From the Back Cover Advance Praise for REDEFINING OPERATIONAL EXCELLENCE: "In Redefining Operational Excellence, Andrew Miller offers a fresh, holistic view of the subject that provides guidance any leader can use. Andrew focuses on how to build an organizational culture that contributes to excellence through total employee engagement. His real-life examples and practical lists of ideas can help stimulate the creative juices of any organization." -- Tim Penner, President (retired), Procter Gamble, Inc. "Andrew Miller has written a practical guide for organizations focused on improving their culture and achieving 'operational excellence,' with tips for attracting and retaining top talent, innovating and collaborating, and aligning strategy and tactics. I recommend this book to any executive looking for ideas that can be implemented quickly to help improve the performance of their organization." -- Naomi Fried, Ph.D., Chief Innovation Officer, Boston Children's Hospital "Four Seasons has always been focused on operational excellence and the relentless pursuit of doing things better. In his book, Andrew Miller provides advice for any organization looking to grow successfully." -- Isadore Sharp, Founder and Chairman, Four Seasons Hotels and Resorts