



The Power of Business Process Improvement: 10 Simple Steps to Increase Effectiveness, Efficiency, and Adaptability

Susan Page

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Baffled by repeated mistakes in your department? Want to focus your employees' limited time on more valuable work? The answer to these challenges and more is business process improvement (BPI). Every process in every organization can be made more effective, cost-efficient, and adaptable to changing business needs.

The good news is you don't need to be a BPM expert to get great results. Written by an experienced process analyst, this how-to guide presents a simple, bottom-line approach to process improvement work. With its proven 10-step method you can:

- Identify and prioritize the processes that need fixing
- Eliminate duplication and bureaucracy
- Control costs
- Establish internal controls to reduce human error
- Test and rework the process before introducing it
- Implement the changes

Now in its second edition, *The Power of Business Process Improvement* is even more user-friendly with new software suggestions, quizzes, a comparison of industry improvement methods, and examples to help you apply the ideas. Whether you are new to BPI or a seasoned pro, you will have business running better in no time.

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