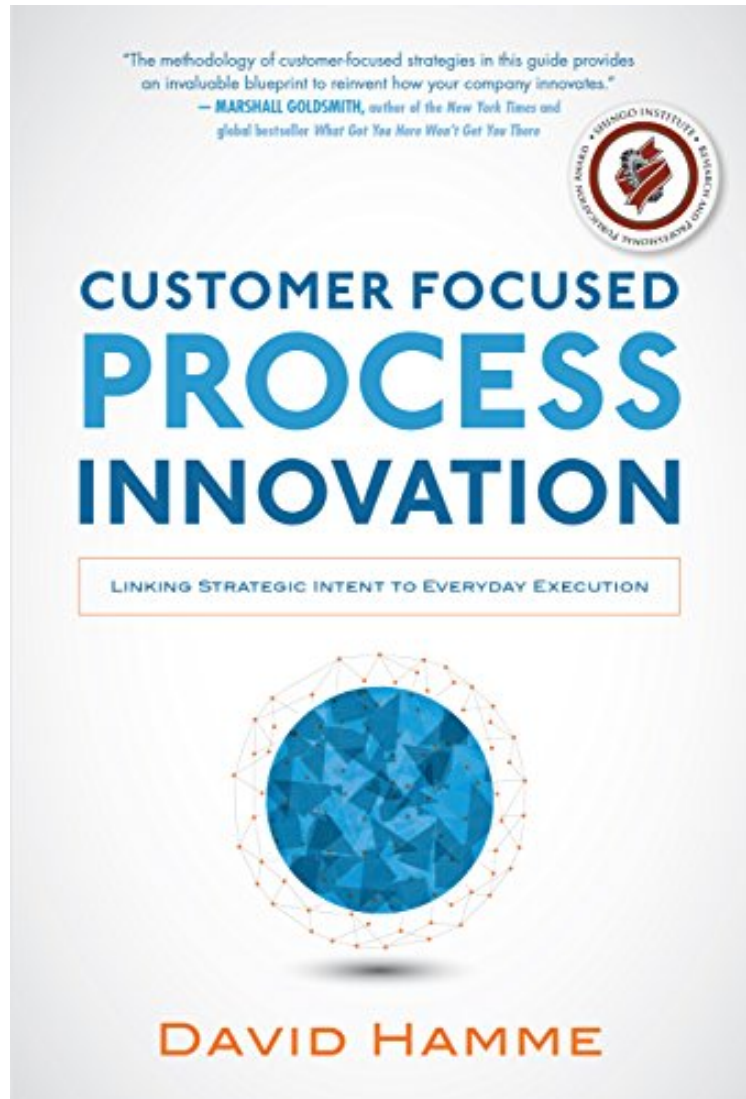


(Free read ebook) Customer Focused Process Innovation: Linking Strategic Intent to Everyday Execution

Customer Focused Process Innovation: Linking Strategic Intent to Everyday Execution

David Hamme

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David Hamme : Customer Focused Process Innovation: Linking Strategic Intent to Everyday Execution before purchasing it in order to gauge whether or not it would be worth my time, and all praised Customer Focused Process Innovation: Linking Strategic Intent to Everyday Execution:

1 of 1 people found the following review helpful. Best real-world lessons distilled into one easy to read volume By Gadget Wisperer I have been doing process improvement for half my professional career - seeing yet another book on the subject, I was tempted to yawn - but as I got into this book (a very easy read BTW) I realized that the author had managed to distill so much of the best hard-earned, real-world lessons, that I have lived to tell about, down into this

one volume. Not only was it all the things that I had learned the hard way, I am sure I could NOT have organized it any better. I realized this was the perfect book to introduce my clients to BEFORE I start talking to them about process and innovation. I have since heard the author speak on the subject and was blown away by the depth and precision that he delivered the key points. Hamme is able to jump right to the key issues very quickly and turn the challenges into new opportunities. Well worth the time to read - and an excellent recipe for implementing several core business processes and disciplines within an organization. My guess is that the author or his team, or both, could help any company implement a customer focused process innovation too. 0 of 0 people found the following review helpful. Excellent Book on Process Innovation-Must read for management teams By Bill Allen Not all books on innovation are the same, and Hamme has proven that can be a good thing. Being a Software Architect, I'm a detailed oriented person and reading David's book provided a fantastic step-by-step approach to understanding and executing a process approach to project management implementation and execution. David lays out new perspectives on well documented concepts in process improvement. The customer-focused strategies he suggests make sense and link the area of business vision with implementation and execution of management initiatives. I would suggest all management teams read Customer Focused Process Innovation for valuable insight. This book should be required reading from the library of management books maintained by a business. 0 of 0 people found the following review helpful. I'd recommend getting a hard copy as you'll want to refer ... By Jimmy Bradley "So many business books are just a rehashing of old ideas. Not so with this book. David Hamme presents a new paradigm for how organizations can align themselves to their customers. By doing so, the organization follow the customer. The approach is overflowing with common sense. For any business leader who is sick of the status quo and the same old business recipes getting air time, this is a welcome change and a must read. I'd recommend getting a hard copy as you'll want to refer back to it in the future."

DRIVE SUSTAINABILITY AND GROWTH WITH A PROCESS FOCUSED ENTERPRISE You can execute a world-class business improvement plan, but if its effects don't reach the customer--is it really of value? In this groundbreaking book, business innovation expert David Hamme reveals a powerful and proven method for connecting your company's value creation processes to customer-desired products--forging a direct link between strategic intentions and everyday business activities. The goal is to systematize innovation in your company--and Customer Focused Process Innovation takes you step-by-step through the details to accomplish this goal. With Hamme as your guide, you'll transform your organization into a Process Focused Enterprise--one in which organizational silos, command-and-control management, guesswork, and information inadequacies cease to exist--and where intuitive, simplified, fact-based, customer-connected, efficient approaches are the rule, not the exception. Customer Focused Process Innovation shows you how to: Assess your current operational capabilities by visually depicting work streams and building a conceptual blueprint from your core value chain to the end consumer Drive customer-focused improvements by building rich feedback loops from the front lines and by actively managing the customer's processes Implement a powerful new system that embeds process management practices to ensure every process delivers the greatest financial benefit "When designed, managed, and utilized correctly, business processes are the foundational framework for innovation," Hamme writes. You don't have to hope that innovation will just happen. You now have the knowledge, insight, and tools to drive it. With Customer Focused Process Innovation you have everything you need to revamp your processes to innovate, grow, and outpace the competition. **PRAISE FOR CUSTOMER FOCUSED PROCESS INNOVATION:** "Hamme's approach is not a pie-in-the-sky set of big ideas, but rather an expertly woven and intuitively practical framework of concepts and tools that bridge the gap between visions and strategies." -- Steve Jegier, Head of Strategy, Wealth, Brokerage, and Retirement, Wells Fargo "Hamme's emphasis on using a process focus and initiative management to drive long-term, real improvement to an organization is spot on. It's the only way to really bring about the adaptation needed to survive." -- Richard Maltsbarger, Business Development Executive, Lowe's Companies, Inc. "Finally a business book that not only provides great thought-provoking insight into how a business operates, but also gives the step-by-step instructions to create a blueprint that everyone in the organization can follow to take the guesswork out of execution." -- Don Smith, VP of Marketing, Family Dollar Stores "Having a 'great idea' is easy--driving it to execution is the hard part. We all talk about it, and now David has it documented." -- Caroline M. Kolman, P.E., Managing Director, Prism Healthcare Partners LTD "Ninety-nine percent of the innovation books published don't address the part of the process where ninety-nine percent of the value is created: implementation. However, David addresses this complex issue head on. If you want to make innovation a reality, get this book." -- Stephen M. Shapiro, author, Best Practices Are Stupid

From the Back Cover **PRAISE FOR** CUSTOMER FOCUSED PROCESS INNOVATION: "Hamme's approach is not a pie-in-the-sky set of big ideas, but rather an expertly woven and intuitively practical framework of concepts and tools that bridge the gap between visions and strategies." -- Steve Jegier, Head of Strategy, Wealth, Brokerage, and Retirement, Wells Fargo "Hamme's emphasis on using a process focus and initiative management to drive long-term, real improvement to an organization is spot on. It's the only way to really bring about the adaptation needed to

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