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KEY=CORPORATION - LAWRENCE JORDYN

GUIDE TO MANAGEMENT IDEAS AND GURUS

John Wiley & Sons Good management is a precious commodity in the corporate world. Guide to Management Ideas and Gurus is a straight-forward manual on the most innovative management ideas and the management gurus who developed them. The earlier edition, Guide to Management Ideas, presented the most significant ideas that continue to underpin business management. This new book builds on those ideas and adds detailed biographies of the people who came up with them-the most influential business thinkers of the past and present. Topics covered include: Active Inertia, Disruptive Technology, Genchi Genbutsu (Japanese for "Go and See for Yourself"), The Halo Effect, The Long Tail, Skunkworks, Tipping Point, Triple Bottom Line, and more. The management gurus covered include: Dale Carnegie, Jim Collins, Stephen Covey, Peter Drucker, Philip Kotler, Michael Porter, Tom Peters, and many others.

HANDBOOK OF PRODUCTION MANAGEMENT METHODS

Elsevier This unique book provides a guide to the selection of appropriate production and manufacturing methods for postgraduate and professional manufacturing engineers. It starts by helping the reader to identify the required objectives of industrial management for their particular situation. Having identified the objectives an analytical assessment of the available production and management

methods is made. The analytical system presents an objective method of production selection. For example, this practical book will help the reader to decide whether or not a local Just-in-Time process is needed or a full chain JIT method is needed. Alternatively the problem may be deciding between set-up time reduction or changeover time reduction. Should TQM be ceded to PCIs? This book covers nearly all methods of production and manufacturing and will prove the most comprehensive guide to choosing and using these methods. Only book of its kind available Widest coverage of methods available Analytical approach to decision making

THE SHOCK DOCTRINE

THE RISE OF DISASTER CAPITALISM

Penguin UK 'Impassioned, hugely informative, wonderfully controversial, and scary as hell' John le Carré Around the world in Britain, the United States, Asia and the Middle East, there are people with power who are cashing in on chaos; exploiting bloodshed and catastrophe to brutally remake our world in their image. They are the shock doctors. Exposing these global profiteers, Naomi Klein discovered information and connections that shocked even her about how comprehensively the shock doctors' beliefs now dominate our world - and how this domination has been achieved. Raking in billions out of the tsunami, plundering Russia, exploiting Iraq - this is the chilling tale of how a few are making a killing while more are getting killed. 'Packed with thinking dynamite ... a book to be read everywhere' John Berger 'If you only read one non-fiction book this year, make it this one' Metro Books of the Year 'There are a few books that really help us understand the present. The Shock Doctrine is one of those books' John Gray, Guardian 'A brilliant book written with a perfectly distilled anger, channelled through hard fact. She has indeed surpassed No Logo' Independent

BUSINESS @ THE SPEED OF THOUGHT

SUCCEEDING IN THE DIGITAL ECONOMY

Hachette UK In his new book, Microsoft chairman and CEO Bill Gates discusses how technology can help run businesses better today and how it will transform the nature of business in the near future. Gates stresses the need for managers to view technology not as overhead but as a strategic asset, and offers detailed examples from Microsoft, GM, Dell, and many other successful companies. Companion Web site.

PRINCIPLES OF TOTAL QUALITY

CRC Press In this era of global competition, the demands of customers are growing, and the quest for quality has never been more

urgent. Quality has evolved from a concept into a strategy for long-term viability. The third edition of Principles of Total Quality explains this strategy for both the service and manufacturing sectors. This edition addresses the theme of reliability against the backdrop of increasing litigation in the area of product performance. New chapters also introduce and provide a historical perspective for Six Sigma, and discuss practical applications of the concepts of service excellence within healthcare organizations. The book also expands its analysis of management of process quality, customer focus and satisfaction, organizing for TQM, control charts for variables, and quality function deployment.

INCLUSION

DIVERSITY, THE NEW WORKPLACE & THE WILL TO CHANGE

Embrace Diversity and Thrive As An Organization In the rapidly changing business landscape, harnessing the power of diversity and inclusion is essential for the very viability and sustainability of every organization. Talent who feel fully welcomed, valued, respected, and heard by their colleagues and their organizations will fuel this growth. We will only succeed in this transformation if those in leadership pivot from command and control management styles to reinvent how we look at people, every organization's greatest asset. It's also critical that we build systems that embrace diversity in all its forms, from identity and background to diversity of thought, style, approach, and experience, tying it directly to the bottom line. Inclusion: Diversity, the New Workplace & the Will to Change stands up and embraces what true diversity and inclusion represent to any organization in any industry-an opportunity. Open your heart and prepare to be inspired as award-winning entrepreneur, dynamic speaker, and respected diversity and inclusion expert Jennifer Brown shares proven strategies to empower members of your entire organization to utilize all of their talents and potential to drive positive organizational change and the future of work.

THE DILBERT PRINCIPLE

A CUBICLE'S-EYE VIEW OF BOSSES, MEETINGS, MANAGEMENT FADS AND OTHER WORKPLACE AFFLICTIONS

Pan Macmillan The Dilbert Principle is an inside view of bosses, meetings, management fads and other workplace afflictions. Scott Adams examines even more bizarre and hilarious situations in the world of work with growing absurdity. In twenty-six provocative, illustrated chapters, Adams reveals the secrets of management in every company, including; swearing your way to success, faking quality, trolls in the accounting department, humiliation as a management tool, selling bad products to stupid people and more! 'A roaring success' Daily Telegraph.

CYBER SECURITY POLICY GUIDEBOOK

John Wiley & Sons "Drawing upon a wealth of experience from academia, industry, and government service, this book details and dissects current organizational cybersecurity policy issues on a global scale. Using simple language, it includes a thorough description of each issue, lists pros and cons, documents policy alternatives for the sake of clarity with respect to policy alone, and dives into organizational implementation issues. It also equips the reader with descriptions of the impact of specific policy choices, both positive and negative. This book gives students, scholars, and technical decision-makers the necessary knowledge of cybersecurity policy in order to make more informed decisions"--Provided by publisher.

MANAGING WITHOUT MANAGERS

INTRODUCTION TO INFORMATION SYSTEMS

SUPPORTING AND TRANSFORMING BUSINESS

John Wiley & Sons WHATS IN IT FOR ME? Information technology lives all around us-in how we communicate, how we do business, how we shop, and how we learn. Smart phones, iPods, PDAs, and wireless devices dominate our lives, and yet it's all too easy for students to take information technology for granted. Rainer and Turban's Introduction to Information Systems, 2nd edition helps make Information Technology come alive in the classroom. This text takes students where IT lives-in today's businesses and in our daily lives while helping students understand how valuable information technology is to their future careers. The new edition provides concise and accessible coverage of core IT topics while connecting these topics to Accounting, Finance, Marketing, Management, Human resources, and Operations, so students can discover how critical IT is to each functional area and every business. Also available with this edition is WileyPLUS - a powerful online tool that provides instructors and students with an integrated suite of teaching and learning resources in one easy-to-use website. The WileyPLUS course for Introduction to Information Systems, 2nd edition includes animated tutorials in Microsoft Office 2007, with iPod content and podcasts of chapter summaries provided by author Kelly Rainer.

X-ENGINEERING THE CORPORATION

REINVENT YOUR BUSINESS IN THE DIGITAL AGE

For today's companies, large or small, it's now or never to build business on the platforms of information technology. Companies that e-engineer are ready for business in the 21st century, those that aren't, Champy shows, are history. Champy challenges the idea that management practices are up-to-date. He suggests they are not keeping pace with technological advances, and without solid strategy technology can actually harm a company's progress, not help it. Champy then outlines the four foundations underlying the e-engineering process: propositions; processes; participation; and preparedness. Also included are case studies and interviews from leaders of a wide range of companies.

HANDBOOK OF SIMULATION

PRINCIPLES, METHODOLOGY, ADVANCES, APPLICATIONS, AND PRACTICE

John Wiley & Sons The only complete guide to all aspects and uses of simulation-from the international leaders in the field There has never been a single definitive source of key information on all facets of discrete-event simulation and its applications to major industries. The Handbook of Simulation brings together the contributions of leading academics, practitioners, and software developers to offer authoritative coverage of the principles, techniques, and uses of discrete-event simulation. Comprehensive in scope and thorough in approach, the Handbook is the one reference on discrete-event simulation that every industrial engineer, management scientist, computer scientist, operations manager, or operations researcher involved in problem-solving should own, with an in-depth examination of: * Simulation methodology, from experimental design to data analysis and more * Recent advances, such as object-oriented simulation, on-line simulation, and parallel and distributed simulation * Applications across a full range of manufacturing and service industries * Guidelines for successful simulations and sound simulation project management * Simulation software and simulation industry vendors

HUMAN-COMPUTER INTERACTION

AN EMPIRICAL RESEARCH PERSPECTIVE

Newnes Human-Computer Interaction: An Empirical Research Perspective is the definitive guide to empirical research in HCI. The book begins with foundational topics including historical context, the human factor, interaction elements, and the fundamentals of science and research. From there, you'll progress to learning about the methods for conducting an experiment to evaluate a new

computer interface or interaction technique. There are detailed discussions and how-to analyses on models of interaction, focusing on descriptive models and predictive models. Writing and publishing a research paper is explored with helpful tips for success. Throughout the book, you'll find hands-on exercises, checklists, and real-world examples. This is your must-have, comprehensive guide to empirical and experimental research in HCI—an essential addition to your HCI library. Master empirical and experimental research with this comprehensive, A-to-Z guide in a concise, hands-on reference Discover the practical and theoretical ins-and-outs of user studies Find exercises, takeaway points, and case studies throughout

CASE STUDIES IN PROJECT, PROGRAM, AND ORGANIZATIONAL PROJECT MANAGEMENT

John Wiley & Sons The ever expanding market need for information on how to apply project management principles and the PMBOK® contents to day-to-day business situations has been met by our case studies book by Harold Kerzner. That book was a spin-off from and ancillary to his best selling text but has gained a life of its own beyond adopters of that textbook. All indications are that the market is hungry for more cases while our own need to expand the content we control, both in-print and online would benefit from such an expansion of project management "case content". The authors propose to produce a book of cases that compliment Kerzner's book. A book that offers cases beyond the general project management areas and into PMI®'s growth areas of program management and organizational project management. The book will be structured to follow the PMBOK in coverage so that it can not only be used to supplement project management courses, but also for self study and training courses for the PMP® Exam. (PMI, PMBOK, PMP, and Project Management Professional are registered marks of the Project Management Institute, Inc.)

THE NEW SPIRIT OF CAPITALISM

Verso In this major work, the sociologists Eve Chiapello and Luc Boltanski go to the heart of the changes in contemporary business culture. Via an unprecedented analysis of the latest management texts that have formed the thinking of employers in their organization of business, the authors trace the contours of a new spirit of capitalism. They argue that from the middle of the 1970s onwards, capitalism abandoned the hierarchical Fordist work structure and developed a new network-based form of organization which was founded on employee initiative and autonomy in the workplace - a 'freedom' that came at the cost of material and psychological security. The authors connect this new spirit with the children of the libertarian and romantic currents of the late 1960s (as epitomised by dressed-down, cool capitalists such as Bill Gates and 'Ben and Jerry') arguing that they practice a more successful and subtle form of exploitation. In a work that is already a classic in Europe, Boltanski and Chiapello show how the new spirit triumphed thanks to a remarkable recuperation of the Left's critique of the alienation of everyday life - a recuperation that

simultaneously undermined the power of its social critique.

EFFECTIVE PUBLIC RELATIONS

Pearson/Education For courses in Introductory Public Relations. Cutlip & Center offers students the gold standard in public relations, providing the most up-to-date reference in the market. In the new edition, Glen Broom continues the work of Cutlip and Center by providing the most up-to-date reference for students.

CUTTING EDGE INTERNAL AUDITING

John Wiley & Sons Cutting Edge Internal Auditing provides guidance and knowledge for every internal auditor, encouraging each to pioneer new ground in the development of their professional practices in all risk management, control and governance processes. Serving as an excellent reference guide that develops a pattern of internal auditing now and for the future, this book explores the concept of 'cutting edge' internal auditing as an imaginative adventure: demonstrating how this has influenced and will continue to influence the development of professionalism in internal auditing. Built on the foundations of Jeffrey Ridley's extensive internal auditing experience across the public and private sectors, the author uses his articles and research to explore and develop the motivations, goals and categories of innovation in internal auditing today. It develops and brings up to date an imaginative internal auditing model, created and used by the author in the early 1980s, drawing on research and guidance by The Institute of Internal Auditors Inc., its Research Foundation and the Institute of Internal Auditors - UK and Ireland. Each chapter stands alone by focusing on an individual internal auditing theme, considered from both the perspective of internal auditing and its customers to suggest an appropriate vision as a goal for every internal audit activity. Each chapter also includes self-assessment questions to challenge the readers understanding of its messages. Companion website contains some of the author's training slides and seventy case studies, many written by leading internal audit practitioners, this book creates a vision for future cutting edge internal auditing.

BRINK'S MODERN INTERNAL AUDITING

A COMMON BODY OF KNOWLEDGE

John Wiley & Sons Today's internal auditor is responsible for creating higher standards of professional conduct and for greater protection against inefficiency, misconduct, illegal activity, and fraud. Now completely revised and updated, Brink's Modern Internal Auditing, Seventh Edition is a comprehensive resource and reference book on the changing world of internal auditing, including new

coverage of the role of the auditor and internal control. An invaluable resource for both the new and seasoned internal auditor, the Seventh Edition provides auditors with the body of knowledge needed in order to be effective.

CONSUMER BEHAVIOR

BUILDING MARKETING STRATEGY

WIKINOMICS

Atlantic Books Ltd An International Bestseller. An Economist Book of the Year. A Financial Times Book of the Year. Shortlisted for the Financial Times Business Book of the Year. Wikinomics shows how businesses can collaborate creatively with their customers to succeed in the age of Wikipedia, YouTube and Linux: 'The Number 1 must-read... A breathtaking piece of work.' Tom Peters. The knowledge, resources and computing power of billions of people are self-organizing into a massive, new collective force. Interconnected and orchestrated via blogs, wikis, chat rooms, peer-to-peer networks, and personal broadcasting, the web is being reinvented to provide the first global platform for collaboration in history.

UNDERGROUND MINING METHODS

ENGINEERING FUNDAMENTALS AND INTERNATIONAL CASE STUDIES

SME Underground Mining Methods: Engineering Fundamentals and International Case Studies presents the latest principles and techniques in use today. Reflecting the international and diverse nature of the industry, a series of mining case studies is presented covering the commodity range from iron ore to diamonds extracted by operations located in all corners of the world. Industry experts have contributed sections on General Mine Design Considerations; Room-and-Pillar Mining of Hard Rock/Soft Rock; Longwall Mining of Hard Rock; Shrinkage Stopping; Sublevel Stopping; Cut-and-Fill Mining; Sublevel Caving; Panel Caving; Foundations for Design; and Underground Mining Looks to the Future.

DESIGN AND EQUIPMENT FOR RESTAURANTS AND FOODSERVICE

A MANAGEMENT VIEW

John Wiley & Sons This text shows the reader how to plan and develop a restaurant or foodservice space. Topics covered include

concept design, equipment identification and procurement, design principles, space allocation, electricity and energy management, environmental concerns, safety and sanitation, and considerations for purchasing small equipment, tableware, and table linens. This book is comprehensive in nature and focuses on the whole facility—with more attention to the equipment—rather than emphasizing either front of the house or back of the house.

UNDOING THE DEMOS

NEOLIBERALISM'S STEALTH REVOLUTION

MIT Press [Tracing neoliberalism's devastating erosions of democratic principles, practices, and cultures.](#)

21 LESSONS FOR THE 21ST CENTURY

Random House ****THE NUMBER ONE BESTSELLER**** In twenty-one bite-sized lessons, Yuval Noah Harari explores what it means to be human in an age of bewilderment. '21 Lessons is, simply put, a crucial book' Adam Kay How can we protect ourselves from nuclear war, ecological cataclysms and technological disruptions? What can we do about the epidemic of fake news or the threat of terrorism? What should we teach our children? Yuval Noah Harari takes us on a thrilling journey through today's most urgent issues. The golden thread running through his exhilarating new book is the challenge of maintaining our collective and individual focus in the face of constant and disorienting change. Are we still capable of understanding the world we have created? 'Fascinating... compelling... [Harari] has teed up a crucial global conversation about how to take on the problems of the 21st century' Bill Gates, New York Times 'Truly mind-expanding... Ultra-topical' Guardian

DESIGN IS THE PROBLEM

THE FUTURE OF DESIGN MUST BE SUSTAINABLE

Rosenfeld Media [Design makes a tremendous impact on the produced world in terms of usability, resources, understanding, and priorities. What we produce, how we serve customers and other stakeholders, and even how we understand how the world works is all affected by the design of models and solutions. Designers have an unprecedented opportunity to use their skills to make meaningful, sustainable change in the world—if they know how to focus their skills, time, and agendas. In Design is the Problem: The Future of Design Must be Sustainable, Nathan Shedroff examines how the endemic culture of design often creates unsustainable solutions, and shows how designers can bake sustainability into their design processes in order to produce more sustainable solutions.](#)

THE ENGINEER'S COST HANDBOOK

TOOLS FOR MANAGING PROJECT COSTS

CRC Press Offers coverage of each important step in engineering cost control process, from project justification to life-cycle costs. The book describes cost control systems and shows how to apply the principles of value engineering. It explains estimating methodology and the estimation of engineering, engineering equipment, and construction and labour costs

CAUSE RELATED MARKETING

Routledge Cause Related Marketing's time has come. Consumers are demanding greater accountability and responsibility from corporations. In an environment where price and quality are increasingly equal; where reputation and standing for something beyond the functional benefits of a product or service is all, brands are constantly competing for customer loyalty and consumer attention. 'Cause Related Marketing' is one of the most exciting areas in marketing today which benefits both business and society. 'Cause Related Marketing': * positions Cause Related Marketing in the context of marketing, corporate social responsibility and corporate community investment. * explores who cares and why, providing research analysis into corporate and consumer attitudes both in the UK and internationally. * uses The Business in the Community Cause Related Marketing Guidelines, written by Sue Adkins and introduced by HRH The Prince of Wales, providing an in depth exploration of the key principles and processes that go towards creating excellence in Cause Related Marketing. * includes vignettes and in depth case studies to provide illustrations of Cause Related Marketing through a spectrum of examples both national and international. Sue Adkins, Director of the Business in the Community's Cause Related Marketing Campaign is acknowledged as an international expert. She is recognised as having put Cause Related Marketing on the map in the UK and leading the drive to establish Cause Related Marketing as an increasingly legitimate part of the marketing mix in the UK.

LORDS OF STRATEGY

THE SECRET INTELLECTUAL HISTORY OF THE NEW CORPORATE WORLD

Harvard Business Press Imagine, if you can, the world of business - without corporate strategy. Remarkably, fifty years ago that's the way it was. Businesses made plans, certainly, but without understanding the underlying dynamics of competition, costs, and customers. It was like trying to design a large-scale engineering project without knowing the laws of physics. But in the 1960s, four

mavericks and their posses instigated a profound shift in thinking that turbocharged business as never before, with implications far beyond what even they imagined. In *The Lords of Strategy*, renowned business journalist and editor Walter Kiechel tells, for the first time, the story of the four men who invented corporate strategy as we know it and set in motion the modern, multibillion-dollar consulting industry: Bruce Henderson, founder of Boston Consulting Group Bill Bain, creator of Bain & Company Fred Gluck, longtime Managing Director of McKinsey & Company Michael Porter, Harvard Business School professor Providing a window into how to think about strategy today, Kiechel tells their story with novelistic flair. At times inspiring, at times nearly terrifying, this book is a revealing account of how these iconoclasts and the organizations they led revolutionized the way we think about business, changed the very soul of the corporation, and transformed the way we work.

SLOW VIOLENCE AND THE ENVIRONMENTALISM OF THE POOR

Harvard University Press “Slow violence” from climate change, toxic drift, deforestation, oil spills, and the environmental aftermath of war takes place gradually and often invisibly. Rob Nixon focuses on the inattention we have paid to the lethality of many environmental crises, in contrast with the sensational, spectacle-driven messaging that impels public activism today.

THE PUBLIC RELATIONS HANDBOOK

Routledge In this updated edition of the successful *Public Relations Handbook*, a detailed introduction to the theories and practices of the public relations industry is given. Broad in scope, it; traces the history and development of public relations, explores ethical issues which affect the industry, examines its relationships with politics, lobbying organisations and journalism, assesses its professionalism and regulation, and advises on training and entry into the profession. It includes: interviews with press officers and PR agents about their working practices case studies, examples, press releases and illustrations from a range of campaigns including Railtrack, Marks and Spencer, Guinness and the Metropolitan Police specialist chapters on financial public relations, global PR, business ethics, on-line promotion and the challenges of new technology over twenty illustrations from recent PR campaigns. In this revised and updated practical text, Alison Theaker successfully combines theoretical and organisational frameworks for studying public relations with examples of how the industry works in practice.

THE BUSINESS ENVIRONMENT

Pearson Education By encouraging students to explore the challenges and opportunities managers face in the business environment, this text will provide students with a solid foundation from which to build upon their business knowledge.

CONTENT NATION

SURVIVING AND THRIVING AS SOCIAL MEDIA CHANGES OUR WORK, OUR LIVES, AND OUR FUTURE

John Wiley & Sons Find out how social media communications is changing the content provider industry in *Content Nation: Surviving and Thriving as Social Media Technology Changes Our Lives and Our Future*. Developed through a collaborative wiki, this book is a collection of information from social media experts and serves as an example of how social media impacts the way we provide and receive content. You will learn how social media changes the way businesses market products and services, influences how people interact with the government, and dictates how we communicate with one another on a personal level.

EFFECTIVE PUBLIC RELATIONS

Pearson Education India

GOOD STRATEGY/BAD STRATEGY

THE DIFFERENCE AND WHY IT MATTERS

Profile Books When Richard Rumelt's *Good Strategy/Bad Strategy* was published in 2011, it immediately struck a chord, calling out as bad strategy the mish-mash of pop culture, motivational slogans and business buzz speak so often and misleadingly masquerading as the real thing. Since then, his original and pragmatic ideas have won fans around the world and continue to help readers to recognise and avoid the elements of bad strategy and adopt good, action-oriented strategies that honestly acknowledge the challenges being faced and offer straightforward approaches to overcoming them. Strategy should not be equated with ambition, leadership, vision or planning; rather, it is coherent action backed by an argument. For Rumelt, the heart of good strategy is insight into the hidden power in any situation, and into an appropriate response - whether launching a new product, fighting a war or putting a man on the moon. Drawing on examples of the good and the bad from across all sectors and all ages, he shows how this insight can be cultivated with a wide variety of tools that lead to better thinking and better strategy, strategy that cuts through the hype and gets results.

PROJECT MANAGEMENT

Bookboon

CUSTOMER RELATIONSHIP MANAGEMENT

CONCEPTS AND TECHNOLOGIES

Routledge Embraces both the theoretical background and the practical implementation of CRM strategy. Also comprises of elements of marketing, accounting, human resources, information technology and strategic management to ensure that it provides a comprehensive and fully developed introductory text.

THE 5AM CLUB

OWN YOUR MORNING. ELEVATE YOUR LIFE.

HarperCollins Legendary leadership and elite performance expert Robin Sharma introduced The 5am Club concept over twenty years ago, based on a revolutionary morning routine that has helped his clients maximize their productivity, activate their best health and bulletproof their serenity in this age of overwhelming complexity. Now, in this life-changing book, handcrafted by the author over a rigorous four-year period, you will discover the early-rising habit that has helped so many accomplish epic results while upgrading their happiness, helpfulness and feelings of aliveness. Through an enchanting—and often amusing—story about two struggling strangers who meet an eccentric tycoon who becomes their secret mentor, The 5am Club will walk you through: How great geniuses, business titans and the world’s wisest people start their mornings to produce astonishing achievements A little-known formula you can use instantly to wake up early feeling inspired, focused and flooded with a fiery drive to get the most out of each day A step-by-step method to protect the quietest hours of daybreak so you have time for exercise, self-renewal and personal growth A neuroscience-based practice proven to help make it easy to rise while most people are sleeping, giving you precious time for yourself to think, express your creativity and begin the day peacefully instead of being rushed “Insider-only” tactics to defend your gifts, talents and dreams against digital distraction and trivial diversions so you enjoy fortune, influence and a magnificent impact on the world Part manifesto for mastery, part playbook for genius-grade productivity and part companion for a life lived beautifully, The 5am Club is a work that will transform your life. Forever.

LEAN SIX SIGMA LOGISTICS

STRATEGIC DEVELOPMENT TO OPERATIONAL SUCCESS

J. Ross Publishing Speed to market, reducing costs, and accelerating leadtimes are vital for survival in today's competitive environment. Inventory is no longer considered an asset, and strategies are needed to operate with minimal inventories. Lean Six Sigma Logistics provides the vehicle to solidify strategic position, win over customers, and achieve

THE POWER OF BUSINESS PROCESS IMPROVEMENT

10 SIMPLE STEPS TO INCREASE EFFECTIVENESS, EFFICIENCY, AND ADAPTABILITY

AMACOM Are you baffled by how your department can keep making the same mistakes? Do you feel you have been climbing an unending, uphill battle trying to focus your employees' limited time on more valuable work? You're not alone! In fact, these obstacles are so common in business that the solution to getting past them even has a name--business process improvement (BPI). Thankfully, though, you don't have to be a BPI expert in order to resolve these situations and find the results your business needs to find success again. Written by an experienced process analyst, *The Power of Business Process Improvement* is the resource you need to find a simple, bottom-line approach to process improvement work. By implementing its proven 10-step method, you will be able to:

- Eliminate duplication and bureaucracy
- Control costs
- Establish internal controls to reduce human error
- Test and rework the process before introducing it
- Implement the changes

Whether you are new to BPI or a seasoned pro, this user-friendly how-to guide--complete with software suggestions, quizzes, a comparison of industry improvement methods, and examples to help you apply the ideas--is your solution to turning your business into the well-oiled machine you know it can be.

EFFECTIVE SUCCESSION PLANNING

ENSURING LEADERSHIP CONTINUITY AND BUILDING TALENT FROM WITHIN

AMACOM William Rothwell honored with the ASTD Distinguished Contribution Award in Workplace Learning and Performance. The definitive guide to a timely and timeless topic-- now fully revised and updated. As baby boomers continue to retire en masse from executive suites, managerial offices, and specialized or technical jobs, the question is—who will take their places? This loss of valuable institutional memory has made it apparent that no organization can afford to be without a strong succession program. Now in its fourth edition, *Effective Succession Planning* provides the tools organizations need to establish, revitalize, or revise their own succession planning and management (SP&M) programs. The book has been fully updated to address challenges brought on by sea

changes such as globalization, recession, technology, and the aftereffects of the terror attacks. It features new sections on identifying and assessing competencies and future needs; management vs. technical succession planning; and ethics and conduct; and new chapters on integrating recruitment and retention strategies with succession planning programs. This edition incorporates the results of two extensive new surveys, and includes a Quick Start guide to help begin immediate implementation as well as a CD-ROM packed with assessments, checklists, customizable guides, and other practical tools.