

Table of Contents

A Multidisciplinary Approach for Analysis & Improvement in Organizations



Acknowledgements	i.
Foreword	ii.
Section I: Performance Improvement Process	1
Unit 1: Creating a Performance Improvement Infrastructure.....	3
Unit 2: Select Improvement Target	11
Unit 3: Define Performance Measures	18
Unit 4: Pinpoint Performance Constraints	29
Unit 5: Design Improvement Plan	39
Unit 6: Conduct Cost-Benefit Analysis.....	44
Section II: Performance Improvement Process	49
Unit 7: Improving Sales	51
Unit 8: Reducing Expenses	56
Unit 9: Improving Productivity and Quality	59
Unit 10: Improving Cash Flow	66
Unit 11: Ensuring Regulatory Compliance	71
Unit 12: Improving Customer Satisfaction	74
Unit 13: Improving Project Performance	77
Section III: General Performance Improvement Tools	81
Unit 14: Job Analysis.....	83
Unit 15: Performance Consolidation Techniques.....	88
Unit 16: Work Forecasting.....	92
Section IV: Opportunity Improvement Methods	101
Unit 17: Worker Scheduling	103
Unit 18: Worker Utilization	107
Unit 19: Work Flow.....	112
Unit 20: Work Distribution	116
Section V: Capability Improvement Methods	119
Unit 21: Worker Selection	121
Unit 22: Worker Training.....	128
Unit 23: Supplies	133
Unit 24: Tools	135
Unit 25: Job Design.....	137
Unit 26: Job Methods	140
Section VI: Context Improvement Methods	143
Unit 27: Prompts	145
Unit 28: Feedback.....	148
Unit 29: Consequences.....	156
Index	162