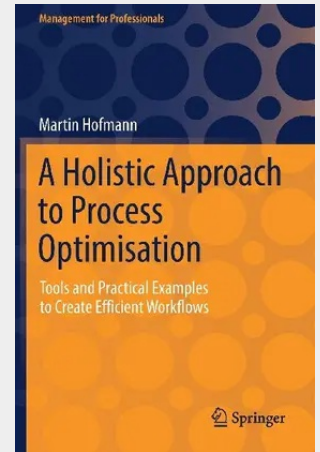


A Holistic Approach to Process Optimisation

Tools and Practical Examples to Create Efficient Workflows

This book provides an overview of the various methods for creating and implementing efficient work processes. The author presents the most important tools for working on improvement projects such as process mapping, Ishikawa diagram, burn-down chart, or Pareto chart. Using successfully realized improvement projects from practice, the concrete implementation of process optimization is illustrated. In addition, it is shown how these methods, which originate from the production sector, can be successfully used in the office sector.

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