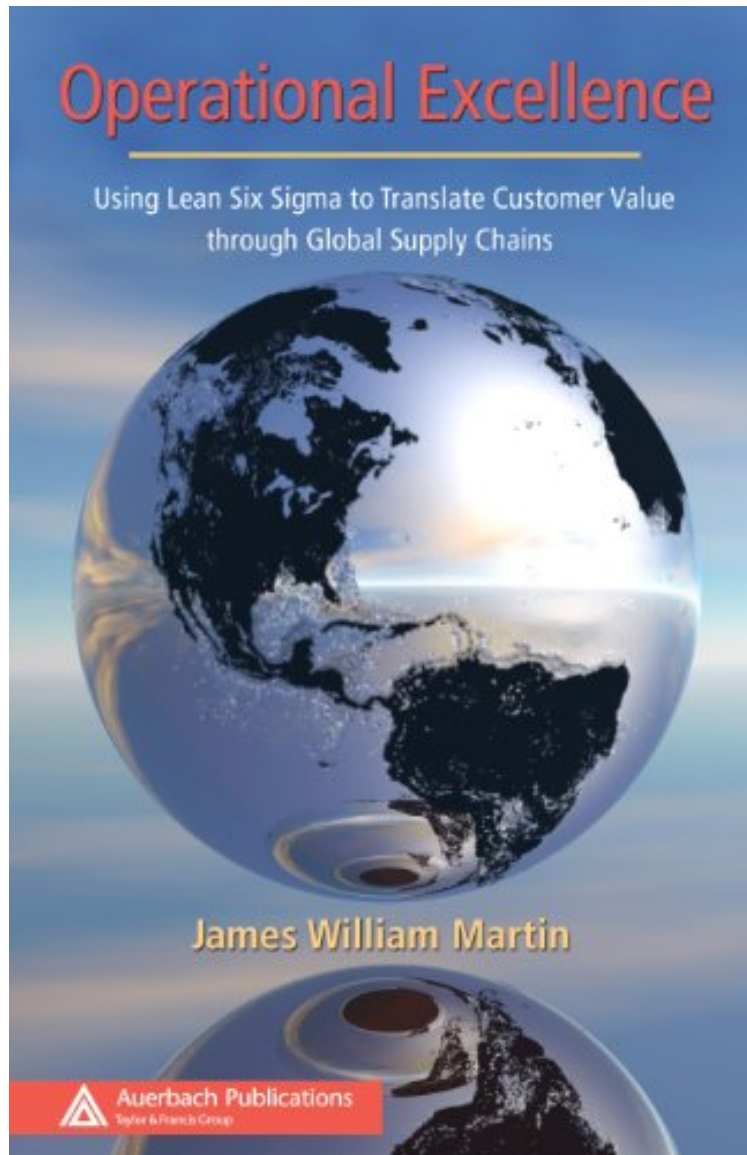


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Operational Excellence: Using Lean Six Sigma to Translate Customer Value through Global Supply Chains (Series on Resource Management)

James William Martin

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James William Martin : Operational Excellence: Using Lean Six Sigma to Translate Customer Value through Global Supply Chains (Series on Resource Management) before purchasing it in order to gage whether or not it would be worth my time, and all praised Operational Excellence: Using Lean Six Sigma to Translate Customer Value

through Global Supply Chains (Series on Resource Management):

2 of 3 people found the following review helpful. The SCM Bible By Tiran Dagan A comprehensive guide for any process initiative professional whose projects relate to Supply Chain Management. I have worked as a process improvement professional in Financial Services and Broadcast/Entertainment and issues relating to fulfillment are abundant no matter what vertical your organization is in. Jim's in-depth treatment of strategy and VOC are an important aspect usually ignored by Operational Effectiveness/Quality professionals. After all - who are you streamlining your supply chain for if not the customer (whether internal or external). I find this book an important reference that one can open at any time with a wealth of examples on using DFSS, Lean, Six Sigma and process measurement techniques for a global supply chain world. As a welcome surprise to me were the coverage of technology solutions (BPMS, MRP, etc), cultural challenges such as constructing teams and the smart use of reference models to leverage industry knowledge (SCORE, etc). Job well done!!! Tiran Dagan[...] Blog: [...]

To successfully compete in today's global marketplace, organizations can and must do more to improve their internal operational efficiency. *Operational Excellence: Using Lean Six Sigma to Translate Customer Value through Global Supply Chains* consolidates hundreds of tools and methods into 110 key concepts designed to translate the "voice of the customer" throughout global supply chains, dramatically improving productivity and shareholder economic value added (EVA). Recognizing failure is often self-induced through poor leadership coupled with an inability to form and effectively execute a strategic vision. nbsp;

From the Author Globalization and the accompanying economic stresses are forcing many companies to rethink their operational strategy and capabilities. This book shows a reader how to align operational strategy with business goals, alignment of capacity to strategy, designing systems to meet customer needs and expectations, managing system capacity, continuously improving system performance over time to compete in today's world. The emphasis of the book is on nbsp; benchmarking nbsp; an organization's global competitiveness and improving its operational efficiency using practical and tools and methods to immediately improve productivity. The applications are both manufacturing and service oriented. This book has been written for operations managers throughout the world with the goal of presenting a broad and useful set of topics to improve their operational efficiency. It brings together into one place practical information which I have used over the past thirty years both in graduate classes in operations research, operations management, economic and financial forecasting as well as consulting engagements with major organizations across the world. nbsp; It has been my experience that many organizations in diverse industries across the world can improve their productivity using currently available tools, methods and techniques. nbsp; However, the diverse subjects of operations management economic forecasting and operations research are scattered across many books and references. This makes it difficult to piece together the sequence of tools, methods and concepts necessary to systematically improve organizational productivity from the voice-of-the-customer (VOC) back through the organization in a practical and efficient manner. A major premise of the book is many non-competitive organizations neglect basic principles associated with marketing research, design engineering, process engineering and operations management, as well as other fundamental business competencies. This causes them to become non-competitive except in protected environments i.e. situations in which they are geographically, culturally, technologically and economically isolated from competitive pressures. nbsp; Organizations can do much more to increase their relative global competitiveness if they effectively applied and efficiently used tools and methods already in existence. In other words lost market share nbsp; isn't nbsp; caused solely by low wages and similar economic factors; but, also by an organization's culture and its inability to execute its strategies at an operational level. nbsp; This book also brings together leading edge tools, methods and concepts to provide anyone involved with operations management with a one source reference to immediately improve their organization's quality, productivity and customer service operations. Major themes of the book include the alignment of operational strategy with business goals and objectives, the design of systems to meet customer needs and expectations, manage system capacity and continuously improve system performance over time. It provides a concise and practical reference of modern operations management, based on our experience teaching graduate courses in operations management, economic forecasting and operations research as well as working with Fortune 500 companies across the world. nbsp; nbsp; It contains over 450 figures, tables and checklists to increase organizational productivity. Its twenty chapters lead a reader through the latest tools, methods and concepts currently used in the fields of operations management, economic forecasting, operations research, Lean manufacturing, Six Sigma, product and service design and supply chain management across diverse industries from manufacturing to financial services. These leading edge methods, tools and concepts are also currently used by best-in-class lean supply chains and will enable your organization to immediately identify and execute improvements within their process. The concepts contained in this book also encourage "out-of-the-box" thinking to increase an organization's productivity. About the Author James William Martin is the author of several books focused on change management, teamwork and process improvement. He has coached and counseled thousands of people across Japan, China, Korea,

Singapore, Malaysia, Thailand, Australia, and North America to use fact based methods to achieve their goals and improve their lives. His interests include environmental friendly design as well as personal and organizational ethics, productivity and change management. He holds a Master of Science in Mechanical Engineering, Northeastern University; Master of Business Administration Providence College; and Bachelor of Science degrees in Industrial Engineering, and Biology from the University of Rhode Island.