



Business Performance Excellence (Key Concepts)

Jeffrey T. Luftig and Steven M. Ouellette

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Is your business as profitable as it could be? How can you rise above your competition, and stay there once you have? Most management tools only look at one part of the picture, but Business Performance Excellence (BPE) is the complete model, integrating revolutionary new techniques with tried and tested approaches, covering the strategic, financial, systems, and human factors.

The editors are experts in business performance improvement, and this approachable book presents the latest thinking and developments in the BPE model that has been enhanced and refined over the course of 30 years. The comprehensive case studies and worked examples presented can be applied to your business whatever your industry, benefiting your bottom line. Detailed coverage includes:

- * Strategic planning and hoshin kanri

- * Customer product rationalization
- * Restructuring and recalibrating
- * Customer quality assurance systems
- * The balanced scorecard
- * Critical performance measures
- * Benchmarking
- * Financial performance turnaround
- * Lean manufacturing
- * Creating value through people

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