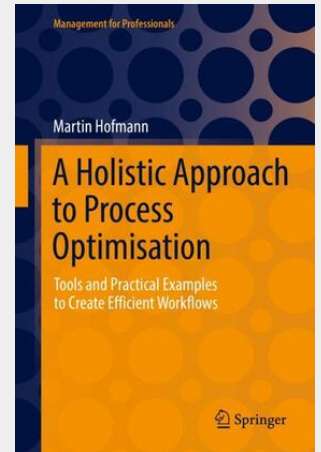


## A Holistic Approach to Process Optimisation

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.

The constant change in a company's economic environment has a strong impact on existing work processes. Companies are therefore required to constantly rethink their processes and adapt them accordingly. Over time, different methods such as Kaizen, Six Sigma, Business Reengineering, and various agile approaches have emerged to support the effort to optimise work processes. This book provides an overview of the various methods for making work processes more efficient and how to apply them. The author presents the most important tools for working on improvement projects such as Process mapping, Ishikawa diagram, Burn-down chart, or Pareto chart. The concrete implementation of process optimisation is illustrated using successfully realised improvement projects from practice. In addition, it is shown how these methods, which originate from the production sector, can be successfully used in the office sector. The content - Prerequisites and framework conditions for a successful improvement culture - Value creation and waste in work processes - Methods and tools for optimising work processes - Influence of digitalisation on process optimisation - Implementation of process optimisation using practical examples and simulations



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