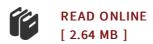




Thirty Seven Ideas for Business Operation Improvement*: *What Are the Odds You Can Use at Least One? (Paperback)

By Ron Parker

Operation Improvement Inc., United States, 2011. Paperback.
Book Condition: New. 216 x 140 mm. Language: English . Brand
New Book ****** Print on Demand ******.For the past 25 years, Ron
Parker has lectured, written and consulted in the field of
Business Operations Improvement. The articles in this book are
a brief digest and sample of the most valuable lessons learned
on such topics as: Metrics - Technology Integration Accountability and Motivation - Roles Responsibilities Operations Methods, Procedures Work Flow - Customer Service
Call Center Operations - Sustainable Customer Service and
Support - Reduction of Scrap, Re-Work and Returned Product Quality Data Analysis Reporting - Decision Support and Back
Office Processes - Scheduling Work Force Management Operations Process Knowledge Management - and more.



Reviews

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-- Angela Blick