



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

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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.



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