



Einführung in das Management von Geschäftsprozessen: Six Sigma, Kaizen und TQM (German Edition)

Susanne Koch

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Die meisten deutschen Unternehmen investieren in die Optimierung ihrer Arbeitsabläufe. Sie wollen dem Kosten- und Wettbewerbsdruck mit wertschöpfenden Prozessen begegnen. Damit Konzepte wie Six Sigma oder Total Quality Maintenance effizient angewandt werden können, wird ein grundlegendes Verständnis des Projektmanagements benötigt. In dem Band werden wesentliche Begriffe definiert, Prinzipien der Prozessanalyse erläutert sowie Ziele und Nutzen erörtert. Der 2. Teil widmet sich den Konzepten, wobei auch Empfehlungen zu deren Umsetzung gegeben werden.

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