



Everything Is A Process

Michael Weekes

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EVERYTHING IS A PROCESS takes the reader on a journey of continuous improvement of their organization. The book breaks down improvement into steps, allowing them to acquire one skill at a time. Starting with a review of what a process and models are the reader becomes aware of how all work is a processes, including customers, suppliers, inputs, outputs and requirements. Next, the story evolves to include a review of business frameworks, to help articulate the roles of strategy, planning, governance and execution, in order to achieve processes which deliver value to the customer. Finally, the concepts and tools associated with continuous improvement: defining the problem, measuring performance, analyzing root causes and taking improvement action are revealed. The book takes the challenging goal of goal of improvement and breaks it down into easy-to-handle steps, providing the guidance and confidence needed to make the journey into improvement. It provides a systematic methodology to make improvement a reality. Written for the business improvement novice, the book leverages the author's twenty year experience in helping organizations improve efficiency and effectiveness. The book uses the journey from couch potato to marathon finisher as a metaphor for an organizations trip from struggling firm to competitive performer. In just 106 pages, the book is concise; brief enough to be enjoyed on a weekend or a long flight. Concepts covered include: Six sigma Lean theory Theory of constraints Process models Business frameworks Enterprise architecture Workflow models Project management Problem definition Root cause analysis Metrics Measures Performance Planning Strategy Governance Operations Value chain Supply chain Product development Customer relations Cause and effect 5S Quality Cost Delivery Fulfillment Process analysis Process improvement Business process SIPOC Roles and responsibilities Written for any organization, the book provides value to healthcare, military contractor, manufacturing, insurance, financial services, tourism, travel, utility, agricultural, automotive or any other private or publicly owned firm. It helps profit and not-for-profit firms improve stakeholder, employee, benefactor and customer satisfaction. This is an affordable guide that has content found in other publications that focus on either process analysis, process improvement, six sigma, lean or enterprise architecture, but offers most of what all these individual domains offer for less than the cost of any one publication.

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