

Excellence In Supplier Management How To Better Manage

This title covers all aspects of Services Procurement, including procurement objectives, outsourcing, quality maintenance, supplier relationship management and more.

This book provides a holistic and practical approach to managing supply chains risks and presents a new framework model for sustainable optimization of risk management. This framework includes supportive tools for risk mapping and strategic decision-making. Managers can apply tailored versions of this framework for the management process of their respective sector. The authors provide case studies in industries such as automotive, aviation, airport, and healthcare.

In most board rooms today, the pressure to continuously shrink the distance from gross revenue to net operating profit and consistently improve ROIC is acute. Many have realized and many more are beginning to realize that a well-integrated and managed supply chain is a major driver of continuously improving results. Advanced Supply Management Strategy and Execution makes the tie between competitive survival and supply chain leadership, maturity of process, and associated results. It clearly defines how to achieve and maintain a supply chain leadership position by focusing on real-world execution and detailed integration of specific actions and process techniques. These distinguished experts and accomplished authors have gathered the nuggets of success from many international firms and combined them into a winning formula, not available in other books, that has been achieved by the select few. This unique, how to guide brings the opportunity within the sub-processes of procurement and supply management into focus and includes both the hard side and soft side of the continuous process transformation. The real-world concepts, deployment examples, and illustrations are practical and explained with precision for ease of understanding and are tailored for application to any business environment. This no-fluff book will put money in your company coffers.In most companies, the effort to improve supply chain results has been short lived, incomplete, or sub-optimized. The most common reason is the lack of a clear understanding of what they really need to do, specifically line of sight linkage of the enterprise in the transformation process efforts to customers and shareholders. Advanced Supply Management Strategy and Execution provides a credible integrated roadmap to extended supply chain and enterprise engagement, and sustained optimized competitive business results. It is a must read for executives, consultants and managers in all types of operations management roles, and is suitable for advanced academic courses as well.

Effective supplier relationship management enables organizations to unlock value from their supply base and reap tangible benefits. With practical tips and a proven approach, this is the guide to understanding how to maximize the potential of suppliers to gain a competitive advantage, get more innovation and drive sustainability. Supplier Relationship Management explains the importance of ongoing supplier management, how to measure and improve their performance, and for the critical few that can make a dramatic difference to our organization, drive in and future-proof strategic collaborative relationships. The Orchestra of SRM® framework, coupled with expert tips, tools and resources, delivers clear guidance on how to design an effective supplier relationship management program, with maximum return on time and investment. Written by leading procurement expert, Jonathan O'Brien, this third edition offers new content on how to adapt to the huge changes we have seen across supply bases in recent years, and the new risks and challenges organizations face in managing key suppliers. It includes new information on driving sustainability, the future of the supply base, and how to secure more innovation from our suppliers. Supplier segmentation is outlined in more detail and there is new information on how companies are managing supply chains, and the impacts of this in practice. A practical guide to unlock the new value from your key suppliers in a changing world.

Excellence in Public Sector Procurement

Supercharging Supply Chains

Principles of Supply Chain Management

Next Level Supply Management Excellence

A Guide to Sustainable World-class Capability and Results

Supplier Evaluation and Performance Excellence

Procurement Guide for Supply Experts

Warehouses are often seen as a necessary evil: places that stop the flow of goods and thus increase costs without adding value. But the truth is that they have a critical part to play in supply chain management, and warehouse managers should be centrally involved in the strategic aspects of any business. Excellence in Warehouse Management covers everything you need to know to make your warehouse part of a streamlined and holistic system, fine-tuned to serve the customer and drive the bottom-line. With thinking points, self-assessment exercises and case studies Stuart Emmett challenges you to consider your own operations in a new way, and plot a course into the future.

This new edition of the Supplier Management Handbook addresses the evolving role of the purchasing agent and discusses the future of customer-supplier relationships. Specifically, the book provides an overview of several basic supplier management issues including: specifications, record keeping, site inspection, measurement assurance, supplier rating, communication, and data evaluation. This handbook serves as a comprehensive resource for any quality professional needing to identify a step-by-step process for supplier certification, including how to do a service certification. Two certification approaches are described as well as how to conduct a supplier survey and evaluate a supplier's product. Several chapters focus on specific areas such as: establishing effective quality control for the small supplier, procurement quality in the food industry, management of service suppliers, and software supplier management. Appendices include procurement quality definitions, audit guidelines, food industry associations, and federal government agencies involved with food safety. Preview a sample chapter from this book by clicking here. You will need Adobe Acrobat to view this pdf file.

Considering maintenance from a proactive, rather than reactive, perspective, Maintenance Excellence details the strategies, tools, and solutions for maximizing the productivity of physical assets—focusing on profitability potential. The editors address contemporary concerns, key terms, data requirements, critical methodologies, and essential mathematical needs. The book also covers review planning, measurement, feedback, and techniques related to cost, efficiency, and results, and summarize applications of tools and software from statistics and neural networks to cost-optimized models.

This book provides a clear understanding of performance improvement opportunities and what is at stake if these opportunities are overlooked. It outlines a powerful and logical approach for assessing the state-of-play in any organization, and offers ways to estimate the specific opportunities related to implementing a change in strategy and practices. It also details the transformation plan across multiple dimensions, and gives advice on which areas to focus on first in order to build and ensure success.

How to Better Manage Contracts with Suppliers and Add Value : Best Practices in Supplier Relationship Management and Supplier Development

Five Key Principles to Accelerate Results

Excellence in Services Procurement

Strategies for Small Manufacturers

Creating the Next Source of Competitive Advantage

Developing Excellence in the Global Enterprise

Leading Effective Supply Chain Transformations

Today's business management challenges are different from those faced in earlier centuries. Business management has also evolved itself to meet these challenges in containing the huge growth of business in terms of volume and value, technological innovations, and a vast variety of products. As a result of globalization, business organizations are required to manage a large number of suppliers, customers, employees, as well as manage multiple manufacturing locations within and across national boundaries. Of late, the dwindling natural resources and critical environment issues have added to the business management challenges. The time has come to look, think, and do differently. This book suggests moving towards a seamless supply chain through an innovative concept.

Many organisations often fail, or perhaps stumble, in managing their suppliers. This is because the internal customer, or worse, someone else, is left to manage the selected suppliers, without perhaps realising that they have to. There is, therefore, often little use of best practice regarding how a procurement department relates to, or gets involved with the essential supplier management in the procurement process. This book concentrates on the need for better supplier management, and improving supplier management. It gives guidelines on how to better manage contracts and develop suppliers. The book answers the question: "What kind of relationship do I need with suppliers so I can get the best from them, and therefore the best for me?" The style of the book is direct with little jargon. It covers all of the basics as well as providing detailed and wider discussions to encourage thought and practical application. To facilitate practical application, the book is illustrated by case studies and application checklists. The following main sections are covered: Procurement Strategy, Supplier Management; the Suppliers View, Supplier Relationship Management, Supplier Development, Supplier Management: Making the change and Supplier Management: Conclusion

Dr. H. James Harrington and Frank Voehl have gathered together the thoughts and ideas of more than 20 of the most creative innovation thought leaders from business, professional practice, and academia in this compelling book. The thought leaders look at innovation from almost every angle – their statements offer an unparalleled view of innovation and provide a depth of insight that is extraordinary. Harrington and Voehl 's reflection on each chapter, and on the sections within the book, provides useful links between themes and reinforces the relationships between many of the ideas. Anyone interested in innovation (practitioner or researcher) will benefit from this global thought collection. The contributors' multiple perspectives, models, practical examples, and stories provide a sense of innovation that no single writer could ever capture. A company 's future growth will only come through successful innovation. This book is organized around Dr. Harrington's innovation pyramid, which consists of the 16 building blocks required to bring about significant improvements in an organization 's ability to deliver creative products. It highlights the principles and recommendations in ISO's new innovation standard 56002 and provides many new concepts that are not included in the standard. It includes a free, powerful, and valuable online customized innovation maturity analysis. Following three unassailable facts will strike you as soon as you read this book: 1. Innovation is the new mantra; whether you're involved in a not-for-profit, for-profit, service sector, or governmental organization. 2. Understanding that innovation and creative activities penetrate into every part of an organization requiring multiple perspectives that drive a new way of thinking and working that impacts the organization's culture, social operations, and commercial context that impacts the total organization, and not just new products or services. 3. Innovation is an exciting adventure. Total Innovative Management Excellence (TIME): The Future of Innovation (978-0-367-43242-3, 340635) draws on insights from around the globe in order to be competitive in fast-moving technologies.

The latest book from a successful author team, this essential handbook provides the basic concepts, tools and techniques to support a supply chain excellence initiative. The book shows how to add value to an organisation through the optimum use of resources and supply chain elements and through the provision of improved customer satisfaction. Resources are defined as all available resources, whether owned or borrowed along the complete supply chain, from the supplier's supplier, through to the customer's customer. Specific supply chain issues and opportunities related to service industries, e-Supply Chain and emerging markets like India are key features of this book.

Powered by Honda

Supplier Management Update

Achieving Supply Chain Excellence Through Technology

Total Supply Chain Management

Excellence in Supplier Management

Innovative Corporate Performance Management

Global Sourcing and Supply Management Excellence in China

This book provides readers a holistic and pragmatic approach towards supply management in China. It elaborates on how supply management should integrate the optimum level, and a combination of quality, cost and delivery. In addition to serving as a guide on how to address cultural barriers, apply supply tools and concepts, it also illustrates the best practices in supply management in China. It draws from a large number of best practices of companies from automotive to railway, to convince other functional departments and higher management that supply management plays the most fundamental role in any organization due to the high number of value adding activities which are coming from suppliers. These practices have been derived by a multi-methodical approach including interviews with supply management leaders from industry and experts in academia, making it as unique and a suitable a guide for practitioners and academics.

The importance of supply chain management has increased over the last few decades. Today, entire supply chains are competing with each other instead of individual companies. As such, supply chain management has become a way for companies to set themselves apart from competing companies and their supply chains. Interestingly, supply chain management mainly focuses on efficiency-oriented topics rather than effectiveness-driven issues, in particular the design of supply chains from manufacturing sites downstream, instead of upstream from the customer. The Supply Chain Differentiation Guide offers a modern approach to supply chain management. While for many years " one-size-fits-all " approaches to supply chain management were very common, the current efforts of managers and academics alike focus on the simultaneous management of multiple supply chains. Despite the interest of the business sector in the management of multiple supply chains, academia has largely neglected this topic to date. The Supply Chain Differentiation Guide addresses this shortcoming, introducing both established and cutting-edge management methods to the context of supply chain differentiation and providing inspirations for how to improve corporate operations.

Over the last decade, supply chain management has advanced from the warehouse and logistics to strategic management. Integrating theory and practices of supply chain management, this book incorporates hands-on literature on selected topics of Value Creation, Supply Chain Management Optimization and Mass-Customization. These topics represent key building blocks in management decisions and highlight the increasing importance of the supply chains supporting the global economy. The coverage focuses on how to build a competitive supply chain using viable management strategies, operational models, and information technology. It includes a core presentation on supply chain management, collaborative planning, advanced planning and budgeting system, risk management and new initiatives such as incorporating anthropometry into design of products.

Recent decades have witnessed an explosion in supply chain complexity. Very few firms have succeeded in building excellent supply chains and employing supply chain management (SCM) as a competitive advantage. For the ones which have developed enhanced supply chain design and process capabilities, their performance has far exceeded their competitors'. While for the vast majority of firms, SCM still remains a means of reducing costs and improving efficiency, for the excellent ones, SCM has turned into a source for value creation. What factors drive firms towards supply chain excellence? How can real differentiation be created through supply chains? Excellence in Supply Chain Management examines the characteristics and features of firms that excel in SCM.

Strategic Supply Management

Building Sustainable Supply Chains

A Handbook for Dramatic Improvement Using the SCOR Model

Benchmarking Best Practice Summary

How to Optimise Costs and Add Value

The Supply Chain Differentiation Guide

Industrial Excellence

Ebook: Purchasing and Supply Chain Management

In this latest edition of Supply Chain Excellence, the authors provide tools for measuring financial gains linked to value chain optimisation. (Business Digest, March 2012). To keep your sales, manufacturing, distribution, and inventory moving in perfect synchronization, you need a flawless, repeatable supply chain improvement approach that maximizes process efficiency, eliminates dysfunction, and aligns disparate organizations-globally.

Fierce competition in many industries, megatrends, the COVID-19 pandemic, the ongoing globalisation and the permanent liberalisation of markets have changed the face of economies and businesses drastically. Companies must establish suitable and long-term strategies and performance criteria in order to survive in this dynamic and hostile environment. This book provides a holistic and practical approach to strategic performance management. It combines all functions of the value chain and contains best practices in performance. The author demonstrates how new paradigms enable companies to concentrate on value-adding activities and processes to achieve a long-term sustainable and competitive advantage. The book contains a variety of best practices, industry examples and case studies. Focusing on best-in-class examples, the book offers the ideal guide for any enterprise to achieve a competitive advantage across all business functions focusing on value-adding activities.

This book answers the following five fundamental questions: What are the tangible and intangible benefits of moving towards a green supply chain? What are the costs, both direct and indirect? What influence do we have over our suppliers, their suppliers and our customers that would allow us to jointly work together and move the supply chain towards a green supply chain? How will we communicate and measure our progress towards the green supply chain to the key stakeholders? How will we engage them? What barriers to green supply chains can be expected and how can these be overcome?

For all those responsible for steering supply chain decisions this book will be an invaluable asset, particularly as the 'greening of business' grows ever important.

World Class Strategies, Practices, and Technology

Surviving Supply Chain Integration

Supply Chain Risk Management

How to Maximize Vendor Value and Opportunity

New Ways to Increase Value Through Global

The Supplier Management Handbook

Cases and Industry Insights

Going beyond the usual supply chain text, Principles of Supply Chain Management not only details the individual components of the supply chain but also illustrates how the pieces must come together. Providing the logic behind why supply chain management is essential, the text examines how supply chains are evolving, looks ahead to future developments, and also provides a balanced look at supply chains with a focus on where it needs to be—the customer. It also: Describes the forward supply chain (from the supplier to the customer) and the reverse supply chain (recycling) Reviews contemporary sustainability concepts including triple bottom line, cradle-to-grave, and cradle-to-cradle Includes extensive discussions on retailing, distribution, and manufacturing topics Details supply chain flows of physical goods, information, and funds Highlights the need for coordinated change in technology, infrastructure, and cultures among supply chain members From the point of distribution all the way back to the point of origin, the text provides examples and case histories that illustrates a proven approach for achieving effective supply chain integration. This self-contained resource provides readers with a realistic appraisal of the state of the art in supply chain management and the understanding needed to build and manage effective supply chains in a wide-range of industries. Most importantly, it emphasizes the need for building and maintaining cooperation and collaboration among all members of the supply chain.

Understanding supplier performance is vital to ensuring a well-functioning supply network. This how-to book will help you develop and implement an evaluation process to help you reduce costs, lower risk, and improve both the performance of your company and your suppliers. This practical text includes examples of best practices that companies are using to evaluate suppliers and illustrates how to get beyond collecting data for the sake of data to achieving real results. It shows how to get at the meaning behind the metrics, and choose measurements that are meaningful both in the context of your company's goals and also for the supplier. Supplier Evaluation and Performance Excellence helps you get at the root causes of supplier problems that even suppliers may be unaware of and enable suppliers to make high-impact improvements. Many firms do not know where to begin in the supplier evaluation process, what ways would work best, or even what kind of results they want to get. They know that they should be measuring supplier performance, but may not understand why or what they would gain from it. This book is geared toward managers at two types of companies: those who know that they should be measuring supplier performance but don't know where to start, and companies who want ideas about how to improve or revitalize a current program.

What does "excellent manufacturing management" mean? Management texts to date have emphasized that it is, above methods such as SPC or TQM, a matter of "intangibles" and "culture". This book takes the myth out of management excellence; it can be learned and practiced. First, manage the three core processes, strategy deployment, product and process development, and the supply chain. And secondly, pay attention to the dimension of management quality, direction setting, integration and delegation, communication, participation, measurement, and employee development. This book explains management quality and demonstrates how it is implemented, with ten plant tours through world-class factories from different industries.

Presents roadmap to implementing next level supply management practices and strategies. This title outlines the critical success factors for leading your company to the next level in procurement practices and performance and provides a transformation model to improve bottom-line results.

Evaluating, Sourcing, Managing and Delivering Supplier Excellence in Relationships, Quality and Costs - Ready to Use Bringing Theory Into Action

A Roadmap to Operational Excellence

An Executive's Roadmap to World Class Supply Management

Supplier Relationship Management

Excellence in Warehouse Management

Total Innovative Management Excellence (TIME)

Achieving Long-term Competitive Advantage through Performance Excellence

The seminal book that began the lean revolution in manufacturing and supply management, Powered by Honda tells the story of what Honda does, and illustrates the BP process with stories, charts, photos, and other powerful methods that guarantee success. From the people on the floor who build the cars, to the suppliers who keep Honda lines running non-stop, and the managers who run the supply chains, you'll feel the Racing Spirit that powers the machine. Honda's global leadership position in profits, growth, and innovation was built on the principles in this book.

There's a new buzz phrase in the air: Supplier Relationship Management (SRM). Corporate executives know it's necessary, but there's only one problem. Nobody yet knows how to do it. Or they think it's all about bashing your vendors over the head until they reduce the price another 4%. Supplier Relationship Management: How to Maximize Vendor Value and Opportunity changes all that. Containing the best and most innovative advice from the operations and procurement experts at consultant AT Kearney, this book shows that SRM is at root a strategic discussion requiring cross-functional interaction and internal alignment at the highest levels. It requires an honest appraisal of the value that suppliers now bring to your firm, as well as their potential value. It then requires a frank and constructive business-to-business dialogue about how to improve the relationship. When this happens, a company reaps myriad benefits, ranging from new opportunity to added value to competitive advantage—and, quite likely, to overall (and sometimes substantial) cost reductions. This book shows the most concrete methods you can use today to: Identify value-adding opportunities in the supply chain Work closely with suppliers to maximize the benefits Work the "Critical Cluster" of suppliers, where the greatest opportunity for advantage lies Review suppliers to encourage constant gains in quality and cost Turn your SRM strategy into a major competitive advantage Supplier Relationship Management introduces and explains the Supplier Interaction Model, a key tool that will help you get the most from your supplier relationships. It segments the supplier universe into nine categories, from those you want to run away from fast to those so good and so useful to your organization that it can make sense to invest in them directly. Numerous case studies show how to apply the principles to your situation. Supplier Relationship Management burns off the fog that has surrounded the procurement process for far too long. It is the definitive guide for business executives who want to get the maximum benefits from suppliers and gain very real advantages over competitors.

All businesses strive for excellence in today's technology-based environment in which customers want solutions at the touch of a button. This highly regarded textbook provides in-depth coverage of the principles of operations and supply chain management and explains how to design, implement, and maintain processes for sustainable competitive advantage. This text offers a unique combination of theory and practice with a strategic, results-driven approach. Now in its fourth edition, Operations Management for Business Excellence has been updated to reflect major advances and future trends in supply chain management. A new chapter on advanced supply chain concepts covers novel logistics technology, information systems, customer proximity, sustainability, and the use of multiple sales channels. As a platform for discussion, the exploration of future trends includes self-driving vehicles, automation and robotics, and omnichannel retailing. Features include: A host of international case studies and examples to demonstrate how theory translates to practice, including Airbus, Hewlett Packard, Puma, and Toyota. A consistent structure to aid learning and retention: Each chapter begins with a detailed set of learning objectives and finishes with a chapter summary, a set of discussion questions and a list of key terms. Fully comprehensive with an emphasis on the practical, this textbook should be core reading for advanced undergraduate and postgraduate students of operations management and supply chain management. It would also appeal to executives who desire an understanding of how to achieve and maintain 'excellence' in business. Online resources include lecture slides, a glossary, test questions, downloadable figures, and a bonus chapter on project management.

Supply management, the management of suppliers, and improved supply base relationships are hot topics. This highly readable book presents a framework for achieving sustainable competitive advantage through progressive supply management leadership and approaches. It presents in a concise yet informative manner the need for supply leadership, the organizational enablers that must be in place, and the strategies and approaches that leading organizations pursue to achieve advantages in price and cost, quality, cycle time, technology, flexibility, and end customer responsiveness. Strategic Supply Management includes a logical and comprehensive framework that features findings and insights gained from over seven major supply management research projects and dozens of case visits with leading companies.

Supply Chain Excellence

How to Minimise Costs and Maximise Value

Operations Management for Business Excellence

Green Supply Chains

Ebook: Purchasing and Supply Chain Management

Strategic Performance Management

A Guide to Meaningful Metrics and Successful Results

Finally, there is a practical guide to managing supplier performance. This much-needed book is a must read for all executives and practitioners who are looking for ways to measure and improve the performance of their suppliers and reduce supply risk. Understanding supplier performance is vital to ensuring a well-functioning supply network. This how-to book will help you develop and implement an evaluation process to help you reduce costs, lower risk, and improve both the performance of your company and your suppliers. This practical text is based on ITIL V3 best practices that companies are using to evaluate suppliers and illustrates how to get beyond collecting data for the sake of data to achieving real results. It shows how to get at the meaning behind supplier metrics, and choose measurements that are meaningful both in the context of your goals and also for the supplier. The Supplier Management book helps you get at the root causes of supplier problems that even suppliers may be unaware of and enable them to make high-impact improvements. Many firms do not know where to begin in the supplier evaluation process, what ways would work best, or even what kind of results they want to get. They know that they should be measuring supplier performance, but may not understand why or what they would gain from it. This book is geared toward managers at two types of companies: those who know that they should be measuring supplier performance but do not know where to start, and companies who want ideas about how to improve or revitalize a current program. This book contains: 1. Example Outsourcing Contract template 2. book Introduction Presentation - Supplier Management 3. Outsourcing - Sourcing Strategy Presentation 4. Outsourcing - Service Desk Presentation 5. Example Outsourcing - Service Levels 6. ITIL V3 Supplier Management Presentation 7. Service Delivery Model Options 8. Service Sourcing Structures 9. Sourcing roles and responsibilities 10. Supplier Management- Roles & Responsibilities 11. IT Outsourcing ITIL Process Assessment v2.1 12. Service Desk Outsourcing template 13. Outsourcing Transition Plan

This title provides expert advice on enabling the faster adoption of the right strategies, processes and tools and best practices, as well as exploring both new and existing strategies and technology across the entire supplier interface. It also addresses the practical issues surrounding implementation, from planning and training to results tracking.

The Supply Chain Council (SCC) is a nonprofit organization dedicated to developing best practices in supply chain management. Now in a newly revised, second edition, "Supply Chain Excellence" is the first and only book on the DCOR, CCOR, and SCOR Models. It gives professionals implementing new supply chain projects a clear, step-by-step guide to adopting the accepted and proven methodologies developed by the SCC. Complete with new case studies, a Value Chain Excellence project roadmap, and the addition of the DCOR and CCOR process frameworks, the second edition of "Supply Chain Excellence" gives readers all the practical tools they need, whether they're trying to improve the performance of an existing supply chain system or implement a new one. -- Publisher description.

The managed flow of goods and information from raw material to final sale also known as a "supply chain" affects everything--from the U.S. gross domestic product to where you can buy your jeans. The nature of a company's supply chain has a significant effect on its success or failure--as in the success of Dell Computer's make-to-order system and the failure of General Motor's vertical integration during the 1998 United Auto Workers strike. Supply Chain Integration looks at this crucial component of business at a time when product design, manufacture, and delivery are changing radically and globally. This book explores the benefits of continuously improving the relationship between the firm, its suppliers, and its customers to ensure the highest added value. This book identifies the state-of-the-art developments that contribute to the success of vertical tiers of suppliers and relates these developments to the capabilities that small and medium-sized manufacturers must have to be viable participants in this system. Strategies for attaining these capabilities through manufacturing extension centers and other technical assistance providers at the national, state, and local level are suggested. This book identifies action steps for small and medium-sized manufacturers--the "seed corn" of business start-up and development--to improve supply chain management. The book examines supply chain models from consultant firms, universities, manufacturers, and associations. Topics include the roles of suppliers and other supply chain participants, the rise of outsourcing, the importance of information management, the natural tension between buyer and seller, sources of assistance to small and medium-sized firms, and a host of other issues. Supply Chain Integration will be of interest to industry policymakers, economists, researchers, business leaders, and forward-thinking executives.

A Paradigm Shift in the Focus of the Organization'S Management

Maintenance Excellence

How to Control Costs and Add Value

Supplier Management Best Practice Handbook

The Future of Innovation

Supplier Management

Towards Management Excellence

Award-winning strategies to drive game changing meaningful results during the most challenging economy in decades Drawing from executive and thought leader Bob Paladino's research and advisory experiences and collaboration with award-winning and high-performing organizations, this sequel his global best seller Innovative Corporate Performance Management: Five Key Principles to Accelerate Results provides a clear road map for executing enterprise strategy. Reveals a proven implementation model that has accelerated breakthrough results Shares over 40 new, innovative best practices common to Malcolm Baldrige, Balanced Scorecard Hall of Fame, Sterling quality, Fortune 100 Best, APQC, and Forbes award winners Provides a CPM Process Blueprint and diagnostic to score your organization and establish a plan for your award winning performance Offers a fresh approach to integrating proven methodologies proven by case companies that have been awarded over 100 awards Includes key process maps, strategic planning frameworks, strategy maps, customer and competitor intelligence methods, balanced scorecards, comparative tables, project plans, testimonials, charts, graphs, and screen shots of CPM, CRM, BSC and KM systems All-new case studies and best practice research are included from world-renowned enterprises as well as insights from executives who have won the most globally recognized awards in business.

Excellence in Supply Chain Management

On-Demand Supply Management

Benchmarking Best Practice Report: Supplier Management Update

Straight to the Bottom Line

Pathways to Supply Chain Excellence

Optimizing Equipment Life-Cycle Decisions

Unlocking the Value in Your Supply Base