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Reengineering the Organization - Jeffrey N. Lowenthal - 1994
The relatively new concept of reengineering is causing confusion, excitement, and even apprehension for organizations unsure of where or how to begin this complex process. This book cuts straight to the essentials of reengineering and helps readers build a realistic plan for organizational improvement. Hands-on activities and other instructional tools simplify the reengineering process into attainable steps any manager will understand.

Organizational Transformation and Process Reengineering - Johnson Edosomwan - 1995-08-01
Organizational Transformation and Process Engineering is the key to achieving success in the new customer-driven market economy. Organizations are going through tremendous changes, creating environments where all employees can contribute their best, where customer expectations are exceeded, and where efficiency, effectiveness, productivity, quality, customer satisfaction, and competitiveness are taken seriously as critical success factors. Written to assist those companies and organizations striving to keep pace with the competitive atmosphere of the 90s, this book provides all the essential tools, techniques, methodologies, models, and technologies for transformation and reengineering. Broad and comprehensive in scope, Organizational Transformation and Process Reengineering explains how to change not just one area, but structures, policies, procedures, processes, and management systems-any aspect of an organizational structure that no longer responds to the current demands of the marketplace. Years of research, teaching, consulting, and practical work experience led Dr. Edosomwan, a leader in his field, to put his unique and practical theories into a volume designed to help organizations overcome the impediments involved in process reengineering projects. He outlines a step-by-step methodology for analyzing organizational structures; the six R's of organizational transformation; models that can be utilized in both public and private organizations; tools and techniques for achieving reengineering goals; implementation plans; and key survival and success factors.

Reengineering the Corporation - Michael Hammer - 2009-10-13
The most successful business book of the last decade, Reengineering the Corporation is the pioneering work on the most important topic in business today: achieving dramatic performance improvements. This book leads readers through the radical redesign of a company's processes, organization, and culture to achieve a quantum leap in performance. Michael Hammer and James Champy have updated and revised their milestone work for the New Economy they helped to create -- promising to help corporations save hundreds of millions of dollars more, raise their customer satisfaction still higher, and grow ever more nimble in the years to come.

Modern Emergency Management - Jie Cao - 2017-08-20
This book provides essential information on emergency management. It is composed of two parts, addressing the basic theory and related methods of emergency management, including risk management, coordination...
designing effective business processes. The integration of graphic user-friendly simulation software enables a systematic approach to create optimal designs.

**Business Process Modeling, Simulation and Design** - Manuel Laguna - 2018-12-07
Business Process Modeling, Simulation and Design, Third Edition provides students with a comprehensive coverage of a range of analytical tools used to model, analyze, understand, and ultimately design business processes. The new edition of this very successful textbook includes a wide range of approaches such as graphical flowcharting tools, cycle time and capacity analyses, queuing models, discrete-event simulation, simulation-optimization, and data mining for process analytics. While most textbooks on business process management either focus on the intricacies of computer simulation or managerial aspects of business processes, this textbook does both. It presents the tools to design business processes and management techniques on operating them efficiently. The book focuses on the use of discrete event simulation as the main tool for analyzing, modeling, and designing effective business processes. The integration of graphic user-friendly simulation software enables a systematic approach to create optimal designs.

**Business Process Reengineering** - Sanjay Mohapatra - 2012-12-16
Business process reengineering (BPR) focuses on redesigning the strategic and value-added processes which transcend the organizational boundaries. It is a cross-functional approach that requires support from almost all the departments of the organization. Business Process Reengineering: Automation Decision Points in Process Reengineering offers a new framework based process reengineering and links it to organization life cycle, process life cycle, and process management. This volume describes the fundamental concepts behind business process reengineering and examines them through case studies, and should appeal to researchers and academics interested in business process reengineering, operations strategy, and organizational restructuring and design.

**Steps Toward a Universal Patient Medical Record** - Michael McGuire - 2004
This book describes how an automated patient medical record could be built that could evolve into a universal patient record. Such a universal patient record would change medical care from a focus on short-term care to one oriented to long-term, preventive-care. It would remove patient care from being the province of the single physician to that of the responsibility of many different healthcare providers, possibly located anywhere in the world.

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**Why Quality is Important and How It Applies in Diverse Business and Social Environments, Volume II** - Paul Hayes - 2020-12-24
These two volumes are about understanding—why—and application—how—with the aim of providing guidance and introduction to both. Quality is the consistent achievement of the user’s expectations of a product or service. The achievement needs to be "The right thing, right first time, every time, in time." Beginning with manufacturing and services, it also includes professional, personal, and spiritual dimensions. Variation does not sit happily with consistency and skill in handling risk and opportunity requires competence in the use of statistics, probability, and uncertainty; and needs to complement the critically essential soft dimensions of quality and the overarching and underpinning primacy of personal relationships. There are no clear boundaries to the applicability of quality and the related processes and procedures expressed in management systems, and this is why it matters so much to show "how it applies in diverse business and social environments." Increasingly, the acceptability of boundaries that are drawn depends on their effect on the user and the achievement of quality, and the latest standards on quality management are explicit on this key point. Quality is everyone’s business, and there is no single professional discipline that can properly express this. Insights, knowledge, experience, best practice, tools, and techniques need to be shared across all kinds of organizational and professional boundaries, and there is no departmental boundary that can stand apart from the organization-wide commitment to quality achievement.

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Business Process Modeling, Simulation and Design - Manuel Basili and Johan Marklund - Business Process Modeling, Simulation and Design covers the design of business processes from a broad, quantitative modeling perspective. The text presents a multitude of analytical tools that can be used to model, analyze, understand and ultimately, to design business processes. The range of topics in this text include graphical flowcharting tools, deterministic models for cycle time analysis and capacity decisions, analytical queuing methods, as well as the use of Data Envelopment Analysis (DEA) for benchmarking purposes. And a major portion of the book is devoted to simulation modeling using a state of the art discrete-event simulation package.

Enterprise Ontology - Jan Dietz - 2006-05-16

If one thing catches the eye in almost all literature about (re)designing or (re)engineering of enterprises, it is the lack of a well-founded theory about their construction and operation. Often even the most basic notions like "action" or "process" are not precisely defined. Next, in order to master the diversity and the complexity of contemporary enterprises, theories are needed that separate the stable essence of an enterprise from the variable way in which it is realized and implemented. Such a theory and a matching methodology, which has passed the test of practical experience, constitute the contents of this book. The enterprise ontology, as developed by Dietz, is the starting point for profoundly understanding the organization of an enterprise and subsequently for analyzing, (re)designing, and (re)engineering it. The approach covers numerous issues in an integrated way: business processes, in- and outsourcing, information systems, management control, staffing etc. Researchers and students in enterprise engineering or related fields will discover in this book a revolutionary new way of thinking about business and organization. In addition, it provides managers, business analysts, and enterprise information system designers for the first time with a solid and integrated insight into their daily work.

A Practical Guide to Business Process Re-engineering - Mike Robson - 1996

Most managers will by now have some understanding of Business Process Re-Engineering and the immense benefits it is capable of bringing. Here at last is a detailed guide to realizing those benefits. The authors begin with a warning to think carefully about whether the BPR approach is suitable for your particular organization. They go on to show how it can be planned and implemented in a systematic way. With the aid of examples and illustrations they take the reader through the various stages involved, introducing both the principles and the techniques that apply. Finally they explain how to ensure sustained improvement by managing the changes achieved.

Market-leading ORGANIZATION DEVELOPMENT AND CHANGE, 10th Edition blends rigor and relevance in a comprehensive and clear presentation. The authors work from a strong theoretical foundation to describe, in practical terms, how behavioral science knowledge can be used to develop organizational strategies, structures, and processes. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.


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The Reengineering Handbook - Raymond L. Manganelli - 1994

The Reengineering Handbook by Dr. Raymond L. Manganelli and Mark M. Klein is the answer to a professional's needs, starting with: a clear explanation of what "reengineering" a business really involves; an idea of whether your own business will benefit from reengineering; a detailed methodology that shows you how to start and carry out a reengineering project; assurance that if you take your business apart to reengineer it, you'll be able to put it back together again - better than before; and a fool-proof plan for reengineering that avoids chaos during the reengineering process and gets results quickly. The Reengineering Handbook provides a step-by-step reengineering methodology for turning your vision of your company into a pragmatic and successful reality. In the dramatic and high-powered program this book outlines, you'll learn how to apply a 5-stage, 54-step "rapid reengineering" action plan to carry out your reengineering project and avoid dangerous loss of productivity. Using this crystal clear road map, you'll be able to obtain employee buy-in, avoid confusion among staff members and customers, and assemble a top-notch reengineering team. Perhaps most important of all, the methodology will virtually force you and your team to keep the reengineering effort on track and see it through to successful completion.

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Leaders who participate in organizational restructuring know the difficulty involved in the process of finding the most successful solution. This book offers twelve steps for helping the organization to prepare for the next recession in terms of organizational restructuring. These twelve steps are valuable tips and insights to help today's leaders. In the book you will find the importance of understanding and recognizing the impact of organizational restructuring and better ways to usher in change. The book provides a space at the end of each step for you to reflect on what insight you gained and to make your own notes. The book provides a framework for you to integrate your own thoughts as you embark on such a significant journey with your organization.


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A business organization, like a human body, is only as effective as its various processes. Pretty obvious, right? Yet, as V. Daniel Hunt demonstrates in this groundbreaking book, the failure to appreciate this obvious fact is the reason most reengineering schemes fail. Managers whose job it is to improve company performance, like physicians who work to improve patient health, must develop a clear picture of how each process fits into the overall organizational structure; how it ought to function; and how well it is performing at any given moment; before they can form a diagnosis or devise a treatment strategy. Fortunately, a powerful new analytical tool that has emerged in recent years helps you to do all of that and much more. Developed at General Electric, process mapping has been implemented in companies around the globe, and the results have been simply astonishing. In less than a decade, process mapping enables managers to easily identify and assess the various business processes that make up their organizations and to develop a road map for ongoing change and improvement. Internationally known management consultant and bestselling author V. Daniel Hunt guides you step-by-step through the entire process. He helps you assess the need for process reengineering in your organization and determine whether or not a process map is what you need. He shows you how to create a process mapping team and helps you select the best-buy process mapping tools for the job. He explains how to gather vital information about your business processes via focused interviews and other interview techniques, and how to use this data in implementing process mapping. He also offers expert advice on how to apply your process mapping tools to significantly improve business functions and bottom-line performance. Hunt draws upon the experiences of companies around the world whose process mapping success stories will be a source of inspiration and instruction. You’ll find out just how process mapping was put to use—and the results it achieved—at General Electric, IBM, NASA, Tandy Electronics, Shawmut National Bank, Fluor Daniel, Exxon, and other leading product and service firms. Find out all about today’s most important new management tool and how to put it to work for continuous improvement in your organization in Process Mapping. The first and only hands-on guide of its kind, Process Mapping arms you with a full complement of state-of-the-art tools and techniques for assessing existing business processes and developing a detailed road map for ongoing change and improvement. **Process Mapping** - V. Daniel Hunt - 1996-02-01

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**Organizational and Process Reengineering** - Jean Ann Larson, FACHE, FHIMSS, DSHS - 2015-08-05

Winner of the Healthcare Information and Management Systems Society’s (HIMSS) 2015 Book of the Year Award

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**Why Quality is Important and How It Applies in Diverse Business and Social Environments, Volume I** - Paul Hayes - 2020-12-24

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Business process reengineering improvements can be made. In using the questions you will be better able to: - Why Quality is Important and How It Applies in Diverse Business and Social Environments, Volume 1 - Paul Hayes - 2020-12-24

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Reengineering the Training Function - Donald Sandler - 1996-04-22

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Business Process Reengineering - Gerardus Blokdaky - 2018-01-16

Is there a recommended audit plan for routine surveillance inspections of Business process reengineering’s gains? Will team members perform Business process reengineering work when assigned and in a timely fashion? Who will be responsible for documenting the Business process reengineering requirements in detail? What are the compelling business reasons for embarking on Business process reengineering? Does Business process reengineering appropriately measure and monitor risk? Defining, designing, creating, and implementing a process to solve a business challenge or meet a business objective is the most valuable role in EVERY company, organization and department. Unless you are talking a one-time, single-use project within a business, there should be a process. Whether that process is managed and implemented by humans, AI, or a combination of the two, it needs to be designed by someone with a complex enough perspective to ask the right questions. Someone capable of asking the right questions and step back and say, “What are we really trying to accomplish here? And is there a different way to look at it?” This Self-Assessment empowers people to do just that - whether their title is entrepreneur, manager, consultant, (Vice-)President, CxO etc. - they are the people who rule the future. They are the person who asks the right questions to make Business process reengineering investments work better. This Business process reengineering All-Inclusive Self-Assessment enables You to be that person. All the tools you need to an in-depth Business process reengineering Self-Assessment. Featuring new and updated case-based questions, organized into seven core areas of process design, this Self-Assessment will help you identify areas in which Business process reengineering improvements can be made. In using the questions you will be better able to:

Learning to Navigate the Informational Landscape - Cara A. Hoehn - 2006

Project management across industries is not easy to accomplish. This ethnographic case study uses Skovira's "Informational Landscape Framework" (2004) to analyze a business process improvement project to determine what complex, semantic structures emerged from the various "cultural scenes" that existed as well as how the structures influenced the people, relationships, content, and processes involved in the information system profiled.

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Reengineering - V. Daniel Hunt - 1995-05-23

The first practical guide to using reengineering to dramatically improve the development and success of new products. Executives, product development teams and engineering design groups will see how to consistently execute successful new product launches. In a compelling, clear fashion, Hunt describes how companies can fully
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**Evolution and Challenges in System Development** - Joze Zupancic - 2012-12-06

This book is a result of the Seventh International Conference on Information Sys tems Development-Methods and Tools, Theory and Practice held in Bled, Slovenia, Sep tember 21-23, 1998. The purpose of the conference was to address issues facing academia and industry when specifying, developing, managing, and improving information computerized systems. During the past few years, many new concepts and approaches emerged in the Information Systems Development (ISD) field. The various theories, methods, and tools available to system developers also bring problems such as choosing the most effective approach for a specific task. This conference provides a meeting place for IS re-searchers and practitioners from Eastern and Western Europe as well as from other parts of the world. An objective of the conference is not only to share scientific knowledge and in-terests but to establish strong professional ties among the participants. The Seventh International Conference on Information Systems Develop ment-ment ISD’98 continues the concepts of the first Polish-Scandinavian Seminar on Current Trends in Information Systems Development Methodologies held in Gdansk, Poland in 1988. Through the years, the Seminar developed into the International Conference on In formation Systems Development. ISD’99 will be held in Boise, Idaho. The selection of papers was carried out by the International Program Committee. All papers were reviewed in advance by three people. Papers were judged according to their originality, relevance, and presentation quality. All papers were judged only on their own merits, independent of other submissions.

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**The e-HR Advantage** - Deborah Waddill - 2011-10-04

From social-networking and e-recruiting, to technology support for management, this book examines the avenues of HR on the digital front

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**Information Modeling of Organizations** - Vaclav Repa - 2012-10

This book is about the information modeling of organizations in the widest sense possible. This term expresses the general meaning of the term “organizational modeling” with the light flavor of informatics practices rather than just the IS or IT view of the organization. Although the topic of the cognition of organizational structure and behavior traditionally belongs to the management theory; informatics brings to this area the necessary exactness in the shape of formal specifications and a systemic style of thinking. Informatics is a source of sophisticated techniques and tools, aimed on discovering the general regularities of the organizational structure and behavior (often called “business rules”) with the ability to abstract all non-contentual aspects of the organizational system. Information technology, on the other hand, is a key enabling force in organizational changes as it is established in all literature mentioning the theory of business reengineering. Consequently, the well designed Information System must be a clear picture of all substantial aspects of the organization (both the structural and the behavioral ones). Information modeling aims to create the view of the organization which is, on the one hand independent of any non-contentual aspect (including the information technology at first); on the other it is fully consistent with following the process of the development of the Information System (i.e., the infrastructure in general). The book introduces the methodology for modeling the business system based on two complementary views which covers both ontology and business process model of the organization using standard languages UML and BPMN and including tools for ensuring the consistency of both models. The book also outlines the original methodology for service-oriented building of the process managed organization and discusses the problem of the process-oriented management in the field of public administration.

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**Performance and Productivity in Public and Nonprofit Organizations** - Evan M. Berman - 2015-06-11

The revised edition of this accessible text provides a balanced assessment and overview of state-of-the-art organizational and performance productivity strategies. Public and nonprofit organizations face demands for increased productivity and responsiveness, and this practical guide offers strategies based on current research and scholarship that respond to these challenges. The book's comprehensive coverage includes: rationale for productivity and performance improvement; evolution of productivity improvement; the quality paradigm; customer service; information technology; traditional approaches to productivity improvement; re-engineering and restructuring; partnering and privatization; psychological contracts; and community based strategies. In addition to updating the examples of the first edition, this new edition also highlights the growing use of enterprise funds, partnership models of privatization, and web-based service delivery. Each chapter concludes...
Interoperability and information sharing devices can operate. This text explains the basic technologies and services that an enterprise computing environment requires: protocol stacks, communications technologies, fundamental interoperability. For example, electronic mail must conform to the CCITT X.400 specifications. Electronic mail systems include message handling, message typing or protocols, naming and addressing, and distribution lists. The book discusses two types of architectures for enterprise computing, namely, the OSEI APP and the CA096. This text also notes that developing enterprise-class applications can be either through a direct development that meet the requirements of the enterprise or through migration of an existing system to a new one. This book can prove useful for programmers, systems officers, computer engineering instructors, and advanced students in computer science.

**Network Re-engineering** - Alan Simon - 2012-12-02

Network Re-Engineering: Foundations of Enterprise Computing deals with the aspects of an organization's information systems and communications assets. This book reviews the foundations of enterprise computing including servers, client/server computing, local area networks, user interfaces, and emerging cross-platform development. The coverage of an enterprise computing system needs efficient communication facilities over which interoperability and information sharing devices can operate. This text explains the basic technologies and services that an enterprise computing environment requires: protocol stacks, communications technologies, fundamental interoperability. For example, electronic mail must conform to the CCITT X.400 specifications. Electronic mail systems include message handling, message typing or protocols, naming and addressing, and distribution lists. The book discusses two types of architectures for enterprise computing, namely, the OSEI APP and the CA096. This text also notes that developing enterprise-class applications can be either through a direct development that meet the requirements of the enterprise or through migration of an existing system to a new one. This book can prove useful for programmers, systems officers, computer engineering instructors, and advanced students in computer science.

**Re-engineering the Enterprise** - J. Browne - 2013-06-05

Business re-engineering tools offer techniques to model the enterprise and identify opportunities to make change. This book examines the approaches, tools and techniques which support redesign of the enterprise to achieve world class performance.

**Effective competency modeling & reporting** - Ken Cooper - 2000

This book/CD-ROM package supplies detailed guidelines, worksheets, forms, and checklists for constructing a complete competency modeling, assessment, and reporting process. Shows how to establish job standards, develop a measurement instrument, report competency results, and use competency assessments to coach employees toward better performance. Includes chapter learning points. The CD-ROM contains reference files that can be copied and adapted for modeling and reporting, plus a program created by the authors. Cooper is a nationally recognized expert on competency modeling, assessment, and reporting. Plastic comb binding.


With the recent new and radical developments in the health care field that have been introduced at a breathless pace, new tools, strategies, and protocols have been developed to improve patient care and satisfaction. The purpose of the handbook is to provide a comprehensive overview of the major components of nursing administration and to serve as a stepping stone to other, more specific, reference materials. The handbook is organized into several major sections, each of which is further divided into subtopics. The sections include: Introduction to Nursing Administration, Organizational Development, Leadership and Management, Communication and Human Relations, Practice Management, and Budgeting and Financial Management. Each section is followed by a list of resources for further reading and a glossary of key terms. The handbook is intended for use by nurses who are new to the field or who are looking for a refresher course.
organizational structures. Enhancing Organizational Performance discusses how organizations cooperate to both directly and indirectly. The Nursing Administration Handbook has a long track record, both as a textbook and as a hands-on tool for nurse executives seeking insight and step-by-step guidance in all aspects of administration. The fourth edition of this text surveys the entire field of nursing administration and incorporates the most significant new developments and current practices.

With the recent new and radical developments in the health care field that have been introduced at a breathless pace, nurse administrators must work to stay informed of the developments that affect their nursing departments both directly and indirectly. The Nursing Administration Handbook has a long track record, both as a textbook and as a hands-on tool for nurse executives seeking insight and step-by-step guidance in all aspects of administration. The fourth edition of this text surveys the entire field of nursing administration and incorporates the most significant new developments and current practices.

### Enhancing Organizational Performance - National Research Council - 1997-05-02
Total quality management (TQM), reengineering, the workplace of the twenty-first century—the 1990s have brought a sense of urgency to organizations to change or face stagnation and decline, according to Enhancing Organizational Performance. Organizations are adopting popular management techniques, some scientific, some faddish, often without introducing them properly or adequately measuring the outcome. Enhancing Organizational Performance reviews the most popular current approaches to organizational change—total quality management, reengineering, and downsizing—in terms of how they affect organizations and people, how performance improvements can be measured, and what questions remain to be answered by researchers. The committee explores how theory, doctrine, accepted wisdom, and personal experience have all served as sources for organization design. Alternative organization structures such as teams, specialist networks, associations, and virtual organizations are examined. Enhancing Organizational Performance looks at the influence of the organization’s norms, values, and beliefs—in its culture—on people and their performance, identifying cultural “levers” available to organization leaders. And what is leadership? The committee sorts through a wealth of research to identify behaviors and skills related to leadership effectiveness. The volume examines techniques for developing these skills and suggests new competencies that will become required with globalization and other trends. Mergers, networks, alliances, coalitions—organizations are increasingly turning to new intra- and inter-organizational structures. Enhancing Organizational Performance discusses how organizations cooperate to maximize outcomes. The committee explores the changing missions of the U.S. Army as a case study that has relevance to any organization. Noting that a musical greeting card contains more computing power than existed in the entire world before 1950, the committee addresses the impact of new technologies on performance. With examples, insights, and practical criteria, Enhancing Organizational Performance clarifies the nature of organizations and the prospects for performance improvement. This book will be important to corporate leaders, executives, and managers; faculty and students in organizational performance and the social sciences; business journalists; researchers; and interested individuals.

### The Quality Yearbook 1995 - James W. Cortada - 1994-12
With the recent new and radical developments in the health care field that have been introduced at a breathless pace, nurse administrators must work to stay informed of the developments that affect their nursing departments both directly and indirectly. The Nursing Administration Handbook has a long track record, both as a textbook and as a hands-on tool for nurse executives seeking insight and step-by-step guidance in all aspects of administration. The fourth edition of this text surveys the entire field of nursing administration and incorporates the most significant new developments and current practices.

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Organizational control system. Since the scope and scale of operational risks are unique to each organization, our objective is to explain the theory behind why and how managers respond to the unique combination of threats that challenge their organization. We emphasize employee management and the complexities surrounding the design of management controls, incentive systems in particular, because risks related to employee actions are faced by virtually every organization. Overall, we provide empirically grounded insights into the process of diagnosing operational risks as well as designing, implementing and maintaining a control system that properly manages those risks.

Operational Risk Management - Jasmijn Bol - 2021-05-15
To remain viable, let alone competitive, organizations must manage risks. In this book, we explore the concept of operational risk as well as the mechanisms used to diminish the impact and occurrence of risks: the