



Business Performance Excellence (Key Concepts)

By Jeffrey T. Luftig and Steven M. Ouellette

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Is your business as profitable as it could be? How can you rise above your competition, and stay there once you have? Most management tools only look at one part of the picture, but Business Performance Excellence (BPE) is the complete model, integrating revolutionary new techniques with tried and tested approaches, covering the strategic, financial, systems, and human factors.

The editors are experts in business performance improvement, and this approachable book presents the latest thinking and developments in the BPE model that has been enhanced and refined over the course of 30 years. The comprehensive case studies and worked examples presented can be applied to your business whatever your industry, benefiting your bottom line. Detailed coverage includes:

- * Strategic planning and hoshin kanri

- * Customer product rationalization
- * Restructuring and recalibrating
- * Customer quality assurance systems
- * The balanced scorecard
- * Critical performance measures
- * Benchmarking
- * Financial performance turnaround
- * Lean manufacturing
- * Creating value through people

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Editorial Review

About the Author

Jeffrey T. Luftig is the Lockheed Martin professor of management and director of the Lockheed Martin Engineering Management Program, University of Colorado, and the director of Vector, the university's center for business performance improvement. He is also president emeritus of Luftig & Warren International, which developed and delivered training and consulting services in the quality sciences to businesses and industries throughout the United States, Europe, Asia, South America, and Australia. Luftig is a past recipient of the endowed chair for research, development, and training in the quality sciences, and the W. E. Deming chair at the University of Colorado. Steven M. Ouellette is an instructor on the Lockheed Martin Engineering Management Program, University of Colorado. He is also the lead consultant for Vector, working with a number of the university's clients on implementations of the TAU/CPR model. Ouellette earned his undergraduate degree in metallurgical and materials science engineering at the Colorado School of Mines. He won a Thomas J. Watson fellowship and spent a year in Europe studying the evolution, fabrication, and social impact of the European sword. He then worked for Alcoa, achieving the rank of senior metallurgical engineer, and subsequently joined Luftig & Warren International. He is now president and owner of The ROI Alliance and director of EMP's Center for Statistical Solutions.

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