



Redefining Operational Excellence: New Strategies for Maximizing Performance and Profits Across the Organization

Andrew Miller

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The old definition of operational excellence is a relic. Our world is too complex, too interconnected, and too fast-moving for organizations to achieve dramatic results simply by eliminating waste and increasing standardization. After all, no company ever cut their way to sustainable growth. True operational excellence is not about "lean" or six sigma or any other methodology. Operational excellence is a mindset, and it achieves breakthrough results. It requires a company culture that questions current models and focuses on adding value, making improvements, and increasing speed. Operational excellence is about finding money and performance boosts in areas businesses don't normally look. *Redefining Operational Excellence* covers it all - processes, people, and operations - and shares specific strategies to: drive innovation and collaboration; engage customers; attract and retain top people; align strategy and execution; optimize speed; and more. Operational excellence is the relentless pursuit of doing things better. This revelatory guide presents a groundbreaking way of doing things that will benefit organizations and their customers.

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