



What Works for GE May Not Work for You: Using Human Systems Dynamics to Build a Culture of Process Improvement

Lawrence Solow, Brenda Fake

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What Works for GE May Not Work for You: Using Human Systems Dynamics to Build a Culture of Process Improvement provides new tools for managing and sustaining process improvement in today's complex non-linear environments and helps readers apply new, relevant theory to their own management practices. With more than 50 combined years of change management and process improvement consulting experience, the authors offer valuable practical insights for creating dynamic organizational change.

The first section of the book describes the key bodies of knowledge and process improvement processes (Lean, Six Sigma, and Human Systems Dynamics) used throughout the text. The next two sections focus on the case story of *TryinHard Marine*. The authors first highlight the dynamics of a typical linear process improvement implementation. They then present ways to combat a range of complex, non-linear, and emergent organizational issues as they arise during the implementation of a Six Sigma initiative. The last part explains how to assess readiness to begin a process improvement initiative, select consultants and internal "Belt" candidates, and choose the appropriate tools for projects. The authors also introduce additional tools and concepts to enable adaptive action at all levels of an organization.

This book provides useful information for thinking and behaving in adaptive ways that can be applied to any organization. By using the concepts, models, and tools presented, readers can improve their own business improvement processes.

The book has an accompanying website with more information.

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Lisa Vazquez:

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