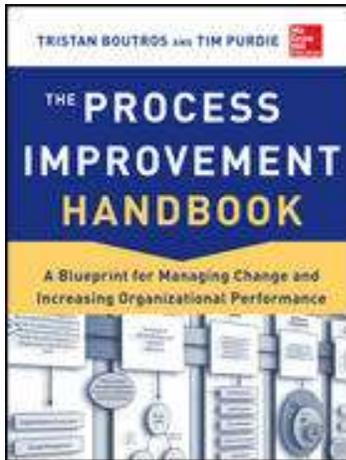


PM WORLD BOOK REVIEW



Book Title: ***The Process Improvement Handbook: A Blueprint for Managing Change and Increasing Organizational Performance***

Author: **Tristan Boutros and Tim Purdie**

Publisher: **McGraw Hill Education**

List Price: Not Listed Format: hard cover; 382 pages

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Reviewer: **Fred Leinweber**

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Introduction to the Book

The *Process Improvement Handbook* provides a thorough primer for a wealth of products and best practices in the area of Process Improvement. The idea of a “Blueprint” from the subtitle denotes correctly that this book offers a rich source of tools and techniques for enhancing management, quality systems and process improvement initiatives.

Overview of Book’s Structure

The book is divided into four sections. The first and second sections are introductory and a discussion of organizational concepts and of the aptly titled concept “Creating a Process Ecosystem”. The third provides case study examples. The fourth section provides exhibits, a glossary, and an authoritative index.

The book as a whole provides a great tool kit for process enhancement. It holds true to the opening sentence: “Anything that is of value is produced by a process”. The step-by-step methodology advocated in the book builds on itself through the structure of the four sections. In doing so it makes an important acknowledgement to the primacy of not just process, but of culture within an organization.

Highlights: What’s New in this Book?

Within the evaluation of process tools and their place within an organization there is a distinct reflection on what context is necessary organizationally to allow the respective technique to achieve fullness. The foundation of a set of “core values” allows the reader

from the introduction on to better integrate the tools provided and to derive meaning rather than just to pile functional concepts on top of each other.

Highlights: What I liked!

By laying out fundamentals and then defining the context for ideas such as how process ties to relationships among process owners, types of documents, and organizational structures, The Process Improvement Handbook better relates the idea of an action list to the reader.

Governance processes are evaluated within the context of organizational types: “steering committees, business customers, and stakeholders”. The resulting controls and process tools allow the reader to conceive a system that will work in their own organization.

The case studies illuminate the use of the presented methodologies by organizational type. They allow the reader to associate with real world instances and get inside of the concepts in a more immediate and meaningful way.

Who might benefit from the Book?

All project managers and stakeholders would benefit. As the book walks through the process and is very prescriptive about how to apply the tools, students and teachers of project management could benefit as well.

Conclusion

By laying out fundamentals and tools in a very common sense way, The Process Improvement Handbook allows the reader to gain a thorough context for not only how things are best done, but why. By integrating processes, organizational structure, and values or attributes the authors provide something more important than methodology, they provide a context for behavior and execution that will serve the reader well.

Editor's note: This book review was the result of cooperation between the publisher, PM World and the Dallas Chapter of the Project Management Institute (PMI Dallas Chapter – www.pmidallas.org). Publishers provide the books to PM World; books are delivered to the PMI Dallas Chapter, where they are offered free to PMI members to review; book reviews are published in the PM World Journal and PM World Library. Reviewers can keep the books and claim PDUs for PMP recertification. PMI Dallas Chapter members are generally mid-career professionals, the audience for most project management books. If you are an author or publisher of a project management-related book, and would like the book reviewed through this program, please contact editor@pmworldjournal.net.

About the Reviewer



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Fred Leinweber has been in the project management field for more than 10 years, and earned his PMP certification in 2007. His experience ranges from supply chain, to general operations, and quality management systems. Fred resides in the Dallas/Fort Worth area. Fred may be contacted at: fred.leinweber@gmail.com.