

Business Improvement Guides

SMMT believes it is essential that businesses identify and take advantage of improvement opportunities to drive sustainable competitiveness.

To this end, the family of SMMT Business Improvement Guides are designed to provide much needed support for a whole variety of businesses, whatever their size. The Guides focus on achieving business success by meeting the needs of the customer through effective and efficient processes, utilising continual improvement and associated tools and techniques.

The guides are in a handy A5 format designed for practical usage.

Process Management

A Guide for Business Improvement

This guide assumes no prior knowledge and is easy to follow. It takes the reader through all aspects of the subject using simple and real life examples which can be applied to any kind of business or process. Things the reader needs to do to put a process management system in place are clearly summarised.

Topics covered include:

Process Approach and Process Management System, Leadership and Responsibility, Resources, Customer-Oriented and Support Processes, Process Maps, Waste Elimination, Measurement and Improvement, Implementation.

Continual Improvement Tools and Techniques

A Guide for Business Improvement

This guide explains how to carry out more than 20 tools and techniques necessary to ensure your business continually improves.

Topics covered include:

Bar Charts, Brainstorming, Cause and Effect Diagrams, Five Ws and one H, Pareto Analysis, Plan-Do-Check-Act (PDCA).

Statistical Process Control

A Guide for Business Improvement

SPC is a most important technique to help ensure your processes consistently meet the needs of your customers. The guide includes getting started, control charts (general, for variables and for attributes), chart interpretation and capability.

Failure Mode and Effects Analysis

A Guide for Business Improvement

FMEA is an analytical technique to ensure potential problems have been considered and addressed at both the design and process stage. The basic principles in this guide will equip the reader with the knowledge necessary to use this technique.

Business Improvement Guides

Publication	Price	Quantity	Total
Process Management Guide	£2.50 each		£
Continual Improvement Tools and Techniques			£
Statistical Process Control			£
Failure Mode and Effects Analysis			£
Set of Business Improvement Guides	£8.00 per set		£

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United Kingdom (not Eire)	£1.60	£3.10
Europe	£4.90	£6.25
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Publications Sub total	£
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