



Operational Review Workbook: Case Studies, Forms, and Exercises

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Wiley, 2002. Book Condition: New. Brand New, Unread Copy in Perfect Condition. A+ Customer Service! Summary: Preface. Introduction. Chapter 1: Overview of Operational Reviews. Stakeholders. Why Businesses Are in Existence. Businesses a Company Is Not In. Some Basic Business Principles. Criteria for Organizational Growth. Mental Models and Belief Systems. Organizational Criteria Example. Economy, Efficiency, and Effectiveness. Specific Objectives. Specific Purposes. Benefits of Operational Reviews. Operational Review Phases. Operational Review Engagement Development. What Functions to Review. Initial Survey. Case Study: Joe Sorry, Inc. Case Situation: Leasing Insurance Costs. Review Questions. Suggested Responses. Chapter 2: Planning Phase. Information to Be Obtained. Sources of Information. Review of Organizational Planning and Budget Systems. Organizational Structure and the Role of Management. Planning Phase Work Program. Case Study: Joe Sorry, Inc., Planning Phase. Case Situation: Purchase Order Quantity Tolerances. Review Questions. Suggested Responses. Chapter 3: Work Program Phase. Benefits of the Operational Review Work Program. Work Program Work Steps. Engagement Control. Case Study: Joe Sorry Company, Work Program Phase. Case Study Situation: Defective Merchandise Returns. Case Study Situation: Equipment Maintenance Review. Review Questions. Suggested Responses. Chapter 4: Field Work Phase. Field Work Techniques. Specific Field Work Techniques. Work Papers. Case Study: Joe Sorry Company, Field Work...



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