

# Customer- Driven Project Management

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*A New Paradigm in Total  
Quality Implementation*

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# Customer Driven Project Management

**Elizabeth Harrin**



## **Customer Driven Project Management:**

**Customer-Driven Project Management** Bruce T. Barkley, James H. Saylor, 2001-07-03 Annotation

**Customer-Centric Project Management** Elizabeth Harrin, 2017-03-02 There has been a sea change in the focus of organizations whether private or public away from a traditional product or service centricity towards customer centricity and projects are just as much a part of that change Projects must deliver value projects must involve stakeholders and Elizabeth Harrin and Phil Peplow demonstrate convincingly that stakeholders are the ones who get to decide what value actually means Customer Centric Project Management is a short guide explaining what customer centricity means in terms of how you work and its importance for project performance using tools and processes to guide customer centric thinking will help you see the results of engagement and demonstrate how things can improve even on difficult projects The text provides a straightforward implementation guide to moving your own business to a customer centric way of working using a model called Exceed and provides some guidance for ensuring that customer centricity is sustainable and supported in the organization This is a practical rigorous and well researched text It draws on established models and uses the example of project implementation in a healthcare environment to demonstrate the impact of this significant way of thinking about value The authors can't guarantee that the Exceed process will radically improve project success rates and no process can Adopting a customer centric mindset and using the Exceed process to measure and monitor customer satisfaction will however help you move towards working with happier more engaged stakeholders *Customer-driven Project Management* Bruce T. Barkley, James H. Saylor, 1994 [Customer-Centric Project Management](#) Elizabeth Harrin, 2017-06-28 There has been a sea change in the focus of organizations whether private or public away from a traditional product or service centricity towards customer centricity and projects are just as much a part of that change Projects must deliver value projects must involve stakeholders and Elizabeth Harrin and Phil Peplow demonstrate convincingly that stakeholders are the ones who get to decide what value actually means Customer Centric Project Management is a short guide explaining what customer centricity means in terms of how you work and its importance for project performance using tools and processes to guide customer centric thinking will help you see the results of engagement and demonstrate how things can improve even on difficult projects The text provides a straightforward implementation guide to moving your own business to a customer centric way of working using a model called Exceed and provides some guidance for ensuring that customer centricity is sustainable and supported in the organization This is a practical rigorous and well researched text It draws on established models and uses the example of project implementation in a healthcare environment to demonstrate the impact of this significant way of thinking about value The authors can't guarantee that the Exceed process will radically improve project success rates and no process can Adopting a customer centric mindset and using the Exceed process to measure and monitor customer satisfaction will however help you move towards working with happier more engaged stakeholders

*Customerizing Project Management* Bruce Barkley, James H. Saylor, 1995 The field of project management has been slow to do what Tom Peters calls customerizing the work of business or in other words institutionalizing the customer's viewpoint into their perspective This article outlines a model for customer driven project management that synthesizes theoretical and practical management and draws from the authors book *Customer Driven Project Management A New Paradigm in Total Quality Management* The customer driven project management process is described in these eight sequential phases 1 defining the quality issues 2 understanding and defining the process 3 selecting improvement opportunities 4 targeting and analyzing these improvement opportunities 5 designing and producing the project deliverable 6 measuring the deliverable and project processes against the customer's needs and expectations 7 implementing the improvement and 8 monitoring the results for continuous improvement and closing out the project

**Government Program Management** Bruce T. Barkley, 2011-02-12 *PROVEN STRATEGIES FOR APPLYING PROGRAM MANAGEMENT TECHNIQUES TO PUBLIC SECTOR PERFORMANCE MANAGEMENT* Government Program Management examines ongoing global reforms in public sector program design and management and explains how to deliver public sector programs in response to these reforms A new generic program management model essential for government executives program managers and legislative leaders is presented The new model addresses various dysfunctional forces many of them global in scale that inhibit public programs from achieving their intended benefits and outcomes This in depth resource discusses broad reforms that fundamentally alter government agency structure performance reporting and budgeting composition and roles and functions The book also looks at targeted reforms affecting individual programs covering concept planning design delivery cost control and performance reporting Best practices from both the public and private sectors are covered in this pioneering guide *Government Program Management* covers Forces for change in government program management impacts of the new public management theory Problems and issues in public program performance and benefits management Agency performance and program management developments in the United States Applying the industry standard for program management according to the Project Management Institute to public agencies and programs The program management office in the public sector Government workforce changes and implications for program management Public program leadership developments Global models and benchmarks for program management new public management concepts Models for future programs Case study a national digital health information system in the United States The special problem of networked and intergovernmental programs Recommendations for changing public program management structure systems and processes in the United States beginning with the president

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**Project Risk Management** Bruce Barkley,2004-08-09 An essential reference for project and program managers this book provides simplified concepts and the tools necessary to assess prioritise and manage high risk projects and tasks The author delivers hands on practical information including Proven methods of integrating risk management into business and project planning Clear templates and models for preparing risk management plans Hard nosed but easily applied risk assessment tools such as sensitivity analysis Tips for setting up risk management process and support systems

**Global Program Management** Paula Wagner,Bruce T. Barkley,2010-01-05 An in depth guide to global program management This practical resource offers proven strategies for directing the design development delivery and monitoring of major long term business or agency programs in global markets Global Program Management reflects the movement of the field to a broader more global and enterprise wide perspective Covering the new Project Management Institute PMI Standard for Program Management the book explains the ways in which program management differs from project management and reveals how to master strong leadership organization communication technical managerial and agility skills along with a comprehensive understanding of foreign markets and cultures Discover how to Review organizational and global settings for program management Adhere to the new PMI Standard for Program Management Develop strategies programs and candidate projects into a strategic portfolio Align strategies and programs to ensure success profitability and program benefits Assess monitor and mitigate risk on a program scale Hone global program management leadership competencies Find and secure partners to provide program support Apply program management concepts to federal sector reforms

**Applied Project Management** Harold Kerzner,2000 Putting project management to work best practices for achieving excellence Harold Kerzner s landmark Project Management has long been the reference of choice for outstanding coverage of the basic principles and concepts of project management Now this book takes the next step converting theory into practice to address the application and implementation of project management in the real world Informed by Harold Kerzner s extensive original research and accessible approach it is essential reading for today s and tomorrow s professionals involved in project management Features include Commentaries from managers at leading corporations who share their decision making processes including the successes and mistakes for project management implementation Twenty five case studies highlighting crucial project management issues problems and solutions Helpful end

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**Electronic Systems Quality Management Handbook** Marsha Ludwig-Becker, 1997 Annotation Quality management for electronic systems has grown far beyond the basic inspection techniques of the past New performance based quality management approaches are now used at every electronics company from huge corporations to small start ups This book goes beyond generic quality approaches to present an electronics specific program for quality management      **The**

**Chemical Engineer** ,2006      **Harvard Business School Core Collection** Baker Library, 1999      Gadjah Mada International Journal of Business ,2002      **The Wiley Guide to Managing Projects** Peter W. G. Morris, 2004-09-27 This comprehensive resource presents the fundamentals of project management and ties them to strategic business systems and procedures This insightful guide demonstrates how project management fits into an organization and offers helpful advice on applying this knowledge on the job      **Integrated Operations Management** Mark D. Hanna, W. Rocky Newman, 2007 With its focus on supply chain management and the increased blending of service theory and applications with traditional manufacturing theory and applications INTEGRATED OPERATIONS MANAGEMENT A SUPPLY CHAIN PERSPECTIVE ties together SCM business process management with cross functional understanding The authors cover creating processes coordinating processes and improving processes

**Managing Projects in Organizations** J. Davidson Frame, 1995-10-13 In this revised second edition of Managing Projects in Organizations the author presents a readable accessible presentation of project management principles This edition encompasses product engineering and service based organizations and has been updated to cover developments in software outsourcing quality and related issues      **The Cumulative Book Index**

,1995 A world list of books in the English language      **Managing Performance Improvement Projects** Jim Fuller, 1997-05-07 Lead work projects from beginning to end and make human performance technology happen Copublished with the International Society for Performance Improvement ISPI Project teams are growing rapidly as performance improvementsolutions become more complex Project management methods are becoming necessary to successfully coordinate these large teams Develop the skills you need to effectively manage your budget time and the quality of work on human performance technology projects All the essential aspects of project development are addressed and the process is broken down into three main areas preparing planning and implementing You ll develop the skills to Define projects Accelerate project development Obtain sponsorship Act as a consultant Plan infrastructures Create work breakdown structures Identify dependency relationships Manage resources and optimize the plans Analyze risks and plan for contingencies Estimate schedules and more Learn what needs to be done after you finish a project to ensure success Don t

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