



Transformer par les processus

Les processus, clé essentielle pour faire évoluer l'entreprise

Les plans de transformation des entreprises produisent bien souvent des résultats inférieurs aux espérances car ils se heurtent à la « réalité du terrain ». S'appuyant sur le fonctionnement réel de l'entreprise, l'approche processus permet une démarche de changement beaucoup plus naturelle, et constitue un outil efficace pour aider l'entreprise à atteindre ses objectifs.

Cet ouvrage propose une démarche complète et outillée de transformation d'une organisation. Étayé de nombreux conseils issus de l'expérience des auteurs, il permet de concilier de façon cohérente décisions stratégiques et exigences opérationnelles.

Pas à pas, à l'aide de cas pratiques et de nombreux exemples de livrables, le lecteur découvrira chaque étape d'un projet de transformation :

- Identification des processus de l'entreprise.
- Construction d'un projet d'organisation répondant aux objectifs de l'entreprise à travers une démarche originale : la méthode des 13 champs®.
- Préparation et conduite du changement.
- Gestion des enjeux « politiques » qui apparaissent inmanquablement.



Michel Raquin, consultant indépendant, a travaillé pendant 43 ans chez LCL, dans la fonction organisation, et a terminé son activité professionnelle comme responsable de l'organisation. Il préside le « Club des pilotes de processus », www.pilotesdeprocessus.org. Il est co-auteur de plusieurs livres et apporte aujourd'hui son expérience en intervenant au sein des entreprises ou en animant des actions de formation.

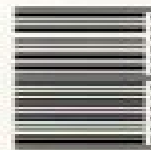


Clément Artiguebielle, Manager chez WillBe Group, a 7 années d'expérience dans le conseil en management durant lesquelles il a développé une expertise de la conduite et du pilotage de projets d'organisation, d'optimisation de la performance et de conduite du changement.

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Chitra Sharma



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