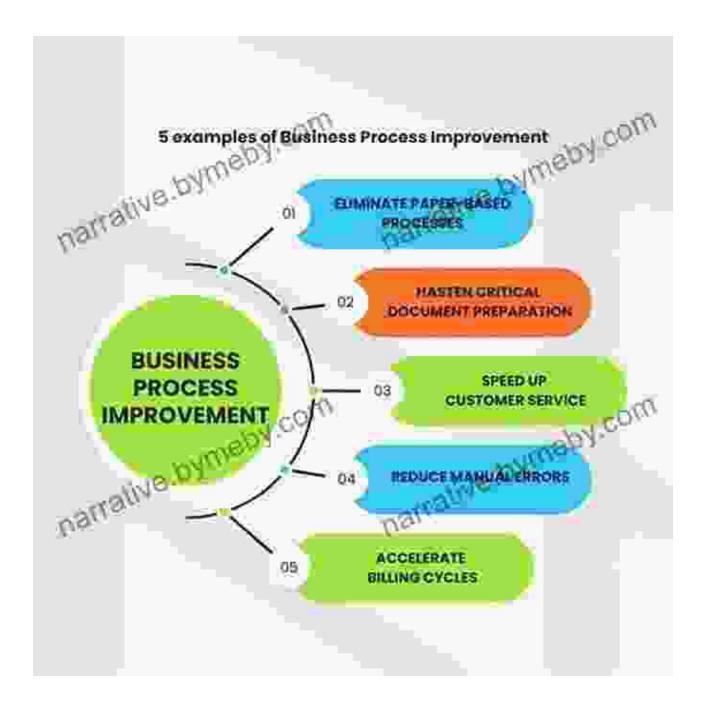
# Change or Die: The Business Process Improvement Manual

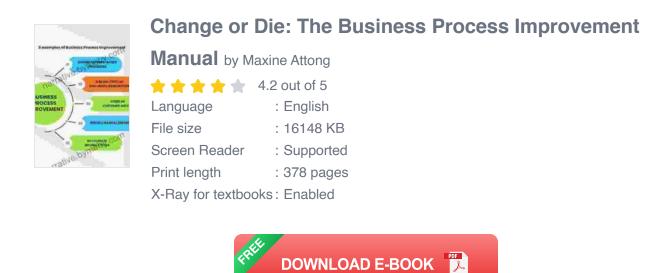
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Written by a team of experienced business process improvement consultants, this book offers a step-by-step approach to:

- Identify and prioritize improvement opportunities
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- Measure and track your progress
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- Increase customer satisfaction
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#### About the Authors

The authors of *Change or Die* are a team of experienced business process improvement consultants who have helped organizations of all sizes achieve operational excellence. They have a deep understanding of the challenges that organizations face in today's business environment, and they have developed a proven approach to help organizations overcome these challenges.

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