



# Operational Success

*Pedro J. Caceres*

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## **Operational Success** Pedro J. Caceres

Business success does not happen spontaneously, it requires a clear vision and purpose, a lot of passion and energy and the right combination of people, process and technology. All this supported over a strong value foundation. Through this book you will experience my personal view and implementation of what I call the 4-Dimensions of Business: People, Process, Technology, and Values. This book is all about Transformational Leadership. It describes proven successful strategic frameworks, models, and tactics to transform Operations and Supply Chains into competitive weapons that companies can use to obtain and maintain competitive positions. The author, Pedro J. Caceres, is a Chief Executive Officer with a track record of leading global organizations to high levels of performance in different sectors like consumer goods, automobile and industrial products and services. Pedro is a motivated leader with international experience and strong foundation in Business Administration, Engineering, and corporate Social Responsibility. The book describes how to lead organizations to success by setting up the right vision, leading actively, involving people, creating strong management processes through the use of technology and implementing a culture of continuous improvement and innovation. The business process described in the book is based on the pursuit of business excellence through exceptional product performance, customer intimacy, and operational excellence. The author believes in systematic approach to business success, in the application of tools like Six-Sigma and Lean Manufacturing, in standardized business methodologies like ISO 9001-14001-18001, in the creation of self-directed teams to manage productivity, safety, quality, and environmental management systems, in the implementation of technology to enable flexibility and consistency, and to add speed to the business flow.

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