



Taming the Unpredictable: Real World Adaptive Case Management: Case Studies and Practical Guidance

By Nathaniel Palmer

Future Strategies Inc. Paperback. Book Condition: New. Paperback. 228 pages. Dimensions: 9.9in. x 6.9in. x 0.7in. *Taming the Unpredictable Real World Adaptive Case Management: Case Studies and Practical Guidance* The most valuable assets of a 20th-century company were its production equipment. The most valuable asset of a 21st-century institution, whether business or non-business, will be its knowledge workers and their productivity. Peter F Drucker The core element of Adaptive Case Management (ACM) is the support for real-time decision-making by knowledge workers. *Taming the Unpredictable* presents the logical starting point for understanding how to take advantage of ACM. This book goes beyond talking about concepts, and delivers actionable advice for embarking on your own journey of ACM-driven transformation. In award-winning case studies covering industries as diverse as law enforcement, transportation, insurance, banking, legal services, and healthcare, you will find instructive examples for how to transform your own organization. This item ships from multiple locations. Your book may arrive from Roseburg, OR, La Vergne, TN. Paperback.

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