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Arthur Andersen's Global Lessons in Activity-Based Management uses a wealth of case studies from around the world to illustrate how ABM is a global tool that works. Drawn from the experiences of fourteen different organizations in seven different countries, these studies illustrate how companies understand the work performed in their organizations and how this understanding can make any company more profitable. Each case study describes the conversion strategy selected by the implementation team, recounts the successes and challenges of the strategy, and explains how problems were avoided or overcome.

These case studies, written by actual members of the implementation teams involved, reveal how ABM was used to:
* Identify the cost of services and determine customer profitability in a Brazilian bank
* Improve profitability through better decision making at a Canadian service-distribution firm
* Turn a Portuguese telephone monopoly into a market competitor
* Help a French manufacturing firm boost its profitability
* Uncover new opportunities for improvement in a U.S. utility
* And much more

Loaded with important insights, practical tips, and a large portion of hard-won wisdom, this book is a must have for anyone who wants to use activity-based management to build a stronger, more profitable, more effective organization.

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Editorial Review

From the Inside Flap
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From the Back Cover
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STEVE PLAYER, CPA, a partner and firm-wide director of cost management for Arthur Andersen, develops

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