

Process Improvement Plans

EBSCO Business Source Complete & Other Databases

Use thesaurus approach in developing your keywords for database search. Watch for database sidebar suggestions for better keywords.

Type of process:

- Service or customer
- Records or data
- Staffing or personnel
- quality control
- manufacturing
- supply or ordering
- automation/software
- delivery
- communications

Improvement keywords

- process improvement
- efficiency
- workflow or scheduling
- planning
- six sigma
- process optimization
- business model
- retooling

Department/industry keywords

- sales
- human resources
- call center
- transportation (airlines, roads, fleet)
- IT
- Management

Business Source Complete (EBSCO)

Example Searches: use keywords such as:

- **customer service and process improvement**
- See Results
- NOTE: Use left Sidebar suggestions narrow:
 - Customer services
 - Consumer satisfaction

The screenshot shows a search for "customer service and process improvement" in the EBSCO Business Source Complete database. The search results page displays three items:

- Beyond the Numbers.** By: Lisanti, Linda. Convenience Store News, 12/8/2008, Vol. 44 Issue 15, p18-20, 2p, 2 color; (AN 35870357) [HTML Full Text](#) [Add to folder](#)
- Improved service system design using Six Sigma DMAIC for a major US consumer electronics and appliance retailer.** By: Kumar, Sameer; Strandlund, Erika; Thomas, Douglas. International Journal of Retail & Distribution Management, 2008, Vol. 36 Issue 12, p970-994, 25p, 9 diagrams, 6 graphs; DOI: 10.1108/09590550810919388; (AN 36000267) [Add to folder](#) [Find Text?](#) [Click for expanded options.](#)
- Replacing the Core.** Bank Systems & Technology, Nov2008, Vol. 45 Issue 11, p39-39, 1/3p; (AN 35227276) [Add to folder](#)

The left sidebar shows "Narrow Results by" with "Subject: Thesaurus Term" selected, and a list of suggestions including "CUSTOMER services", "CONSUMER satisfaction", "INDUSTRIAL management", "QUALITY control", "CUSTOMER relations", and "MANAGEMENT".

Another Search

- **Records and process improvement**
- **See Sidebar suggestions**
 - RECORDS -- Management
- BUSINESS records

Other EBSCO databases for related industries:

- MEDLINE, Health Source: Nursing/Academic & CINAHL
 - Example searches: patient intake and workflow
- Hospitality & Tourism Complete
 - Example searches: Supply chain and efficiency
- International Security & Counter Terrorism Reference Center
- Computer database
 - Data and process improvement
- Greenfile – sustainability

The screenshot shows a search for "records and process improvement" in the EBSCO Business Source Complete database. The search results page displays two items:

- Improved new product development through enhanced design architecture for engineer-to-order companies.** By: Kumar, Sameer; Wellbrock, James. International Journal of Production Research, Aug2009, Vol. 47 Issue 15, p4235-4254, 20p; DOI: 10.1080/00207540801939030; (AN 3976881) Database: Business Source Complete [Add to folder](#) [Cited References: \(19\)](#) [Find Text?](#) [Click for expanded options.](#)
- Evidence from the United States on the Effect of Auditor Involvement in Assessing Internal Control over Financial Reporting.** By: Bedard, Jean C.; Hoitash, Rani; Hoitash, Udi. International Journal of Auditing, Jul2009, Vol. 13 Issue 2, p105-125, 21p, 5 charts; DOI: 10.1111/j.1099-1123.2009.00390.x; (AN 41228291) Database: Business Source Complete [Add to folder](#) [Cited References: \(28\)](#) [Find Text?](#) [Click for expanded options.](#)

The left sidebar shows "Narrow Results by" with "Subject: Thesaurus Term" selected, and a list of suggestions including "QUALITY control", "RECORDS -- Management", "AUDITING", "BUSINESS records", "COMPUTER software", and "INFORMATION resources management".

General Business File ASAP (Gale)

- Type keywords into search boxes

The screenshot shows the 'General BusinessFile ASAP' search interface. On the left is a navigation menu with options like 'Help - Search', 'Title List', 'Subject guide', 'Relevance search', 'Keyword search', 'Advanced search', 'Journal search', and 'Start over'. The main search area contains an 'Advanced search' section with three 'Key Word (ke)' input boxes. The first two boxes contain 'process improvement' and 'service', both with 'AND' operators. Below this is a 'Limit the current search (options)' section with checkboxes for 'to articles with text' and 'to peer reviewed journals', and radio buttons for 'by date' (all dates, before, between). The search results are displayed as a list of citations, with the first one being 'Sutherland Takes 'Best Service & Transaction Process Improvement Project' at the Lean Six Sigma & Process Improvement Summit.(Sutherland Global Services)(International Quality & Productivity Center) Wireless News April 2, 2008 pNA (344 words)'. Each result includes a 'Find Text?' button.

- See results

Business Full Text (Wilson)

Type keywords

- Example searches:
 - process efficiency and staffing
 - efficiency and staff*
 - staffing and efficiency

The screenshot shows the 'Wilson Web' search interface. The search results page displays a list of articles with titles like 'Morrissey, B. Web Industry Pursues Efficient Frontier. Adweek v. 49 no. 29 (September 29 2008) p. 8' and 'Liodice, B. Essentials for Integrated Marketing. Advertising Age v. 79 no. 23 (June 9 2008) p. 26'. The interface includes a search bar with 'process efficiency' and 'staffing' entered, a 'Sort By: Relevance' dropdown, and a 'Limit Dates To:' section with radio buttons for 'Any Year', 'Within last 12 months', and 'From Year: To Year:'. A sidebar on the right offers 'Narrow These Results' by 'Author', 'Subject', 'Date of Creation', and 'Document Type'. Each result includes a 'Full Text HTML' button and a 'Save to My WilsonWeb' button.

- See results
- Use right hand sidebar to narrow search
- or search again using other search terms