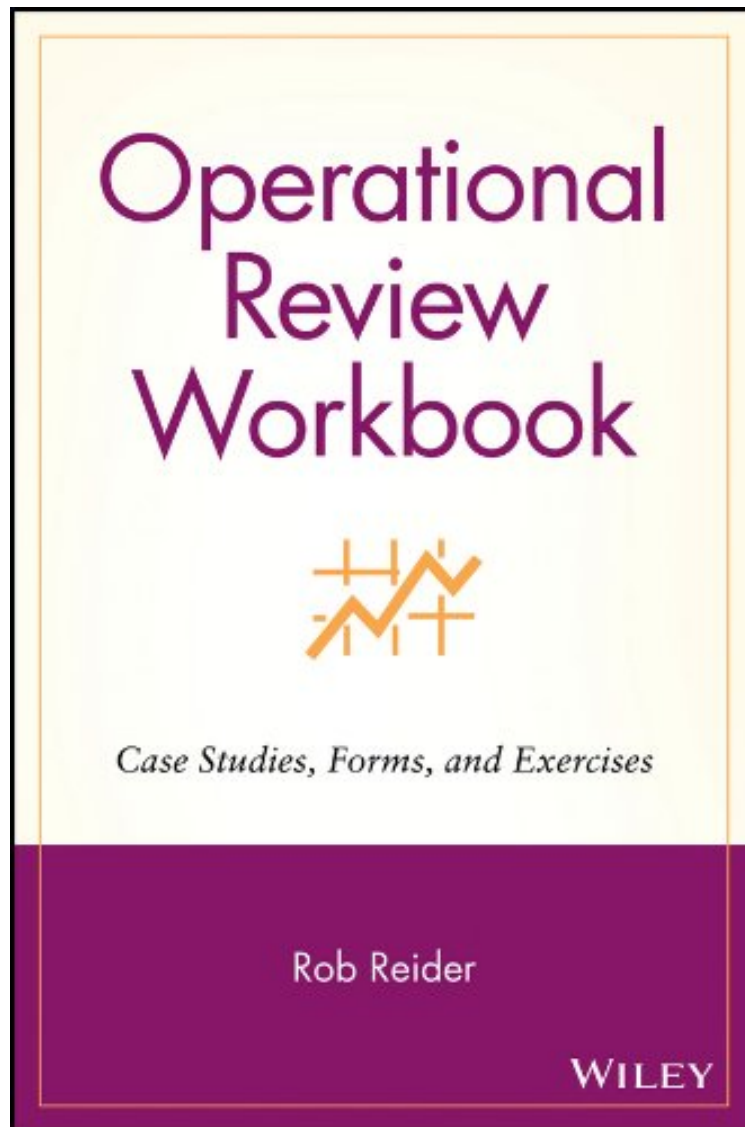


# Operational Review Workbook: Case Studies, Forms, and Exercises

*Rob Reider*

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- \* Includes case studies, checklists, forms, and exercises
- \* Reinforces the fundamental principles necessary to perform an operational review
- \* Presents in a step-by-step manner how an operational review should be performed
- \* Shows how to judge a review's results and make recommendations to management
- \* Demonstrates how to use tools and techniques such as financial statement analysis, verification of data accuracy, determination of compliance with laws and regulations, development and understanding of ratio change and trend analysis, use of systems and layout flowcharts, effective interviewing techniques, and preparation and use of survey forms, questionnaires, and checklists
- \* Integrates operational review concepts with other analytical processes such as benchmarking strategies and activity-based costing principles

The Operational Review Workbook delivers all the tools needed to successfully conduct an operational review of the organization, department, or activity. CEOs, operations management and staff, internal and external consultants and auditors, CFOs and controllers, and other organizational stakeholders will find Reider's incomparable guide an invaluable addition to their professional libraries.

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About the Author ROB REIDER, CPA, MBA, PhD, is President of Reider Associates (Santa Fe, New Mexico), a management and organizational consulting firm. Prior to founding Reider Associates, he was a manager in the Management Consulting Group of Peat, Marwick, Mitchell Co. (now KPMG). He is the course author as well as seminar leader of over twenty workshops conducted nationally and is also the author of *Benchmarking Strategies: A Tool for Profit Improvement and Improving the Economy, Efficiency, and Effectiveness of Not-for-Profits: Conducting Operational s*, both from Wiley. He can be contacted at [hreider@reiderassociates.com](mailto:hreider@reiderassociates.com).