

[PDF] The Improvement Guide: A Practical Approach To Enhancing Organizational Performance

Gerald J. Langley, Ronald D. Moen, Kevin M. Nolan, Thomas W. Nolan, Clifford L. Norman, Lloyd P. Provost - pdf download free book

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Praise for *The Improvement Guide*

"Managers will profit enormously from studying this unique publication, which presents a very practical, readily implementable way to improve the performance of any organization. Utilizing this approach over the last three years, under the guidance of a co-author, has been a major key to the success of our company."
—**DAVID R. HANEY**, Chairman and former CEO, Sigma Medical Corporation

"The updated edition of the Improvement Guide builds on AP's practical approach to improvement, providing even more great examples, and expands this method for large quality change and spreading improvement quickly. This is an outstanding reference book for anyone leading improvement."
—**MIKE HAIN**, former Intel, Hewlett-Packard

"This Model for Improvement developed by the authors and presented in this book is beautifully simple and profound. The first edition is a classic. The second edition retains the best features of the original and incorporates twelve years of experience of many organizations around the world that have been using its contents. It is a valuable reference for anyone working with improvement. We have been using *The Improvement Guide* in the Educational Leadership Program Improvement at the University since 2005, with outstanding results."
—**ADRIAN J. PETERALE**, professor of statistics at University of California, Shasta and director of BQCI—Methods for Improvement

"If you are involved in organizational improvement efforts, this book is an invaluable asset and guide to learning. The detailed explanations of theory, principles, and tools, along with pragmatic real-world examples of successful project execution, allow an improvement team to understand organizational complexity, then break improvement efforts into simpler components, yielding dramatic insights and results."
—**JERRY W. JACKSON**, MD, Respiratory Associates, FCI improvement advisor, Institute for Healthcare Improvement

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Description:

This new edition of this bestselling guide offers an integrated approach to process improvement that delivers quick and substantial results in quality and productivity in diverse settings. The authors explore their Model for Improvement that worked with international improvement efforts at multinational companies as well as in different industries such as healthcare and public agencies. This edition includes new information that shows how to accelerate improvement by spreading changes across multiple sites. The book presents a practical tool kit of ideas, examples, and applications.

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