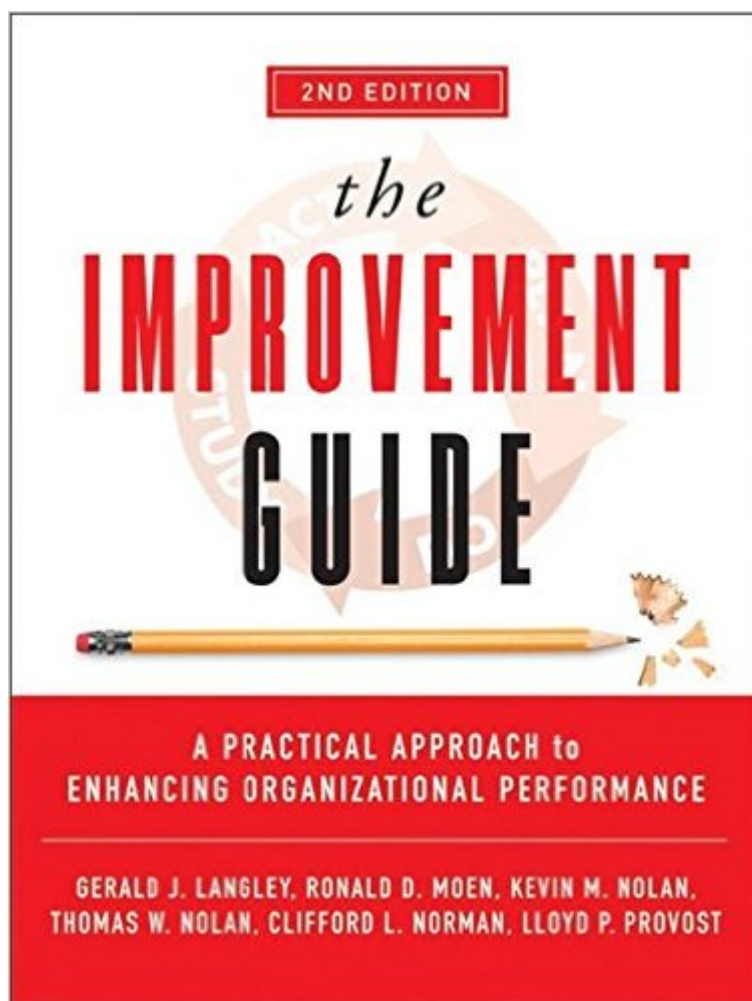


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# The Improvement Guide: A Practical Approach To Enhancing Organizational Performance



## Synopsis

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.

## Book Information

Hardcover: 512 pages

Publisher: Jossey-Bass; 2 edition (April 20, 2009)

Language: English

ISBN-10: 0470192410

ISBN-13: 978-0470192412

Product Dimensions: 7.5 x 1.6 x 9.5 inches

Shipping Weight: 2 pounds (View shipping rates and policies)

Average Customer Review: 4.6 out of 5 stars [See all reviews](#) (31 customer reviews)

Best Sellers Rank: #78,641 in Books (See Top 100 in Books) #63 in [Books > Business & Money > Processes & Infrastructure > Structural Adjustment](#) #69 in [Books > Business & Money > Processes & Infrastructure > Organizational Change](#) #1160 in [Books > Business & Money > Management & Leadership > Management](#)

## Customer Reviews

Dr. W. Edwards Deming, whose management ideas and Profound Knowledge provide the theoretical underpinnings of this book, continually asked the question to anxious audiences: "By what method? How do you go about it?" As a professional in the quality sciences field, I believe this book has the answer to those questions as it relates to improvement. The Improvement Guide defines improvement and describes in complete detail workable, easy to use techniques that are effective and time-tested. The book is based around the Improvement Model, an expanded and improved version of the Deming-Shewhart cycle, whose historical roots trace are grounded in applications of the scientific method and applied scientists since Roger Bacon. The principle of testing on a small scale, learning using the Plan-Do-Study-Act cycle, and building knowledge sequentially using the Improvement Model are some of the most practical and useful aspects of the

book. Part I is written on an introductory level and provides lots of simple examples that guide the beginner through theory and practice. The heart of the book, and some of its most useful content, describes ways to develop, test, and implement a change. The insights provided, based on decades of experience and knowledge of the authors, are invaluable. They are followed up by thoroughly documented and easy to understand case studies that ring true using real life examples related to manufacturing, services, health care, and a variety of standard business and educational processes. Finally, the third section describes an integrated approach to various standard improvement goals and useful strategies for achieving them.

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