



The Improvement Guide: A Practical Approach to Enhancing Organizational Performance (Jossey- Bass Business & Management)

Gerald J. Langley, Kevin M. Nolan, Clifford L. Norman, Lloyd P. Provost, Thomas W. Nolan

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Improve quality and productivity in most any organization Based on W. Edwards Deming's model, this guide offers an integrated approach to testing and improvement one that is designed to deliver quick and substantial results. Using simple stories to illustrate core ideas, the authors all active consultants introduce a new, flexible model for improving quality and productivity in diverse settings. They draw from research conducted in a variety of areas manufacturing, government, and schools to present a practical tool kit of ideas, examples, and applications. What's more, they've included a Resource Guide to Change Concepts so even beginners can utilize the tested techniques of some of the world's most experienced practitioners.

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