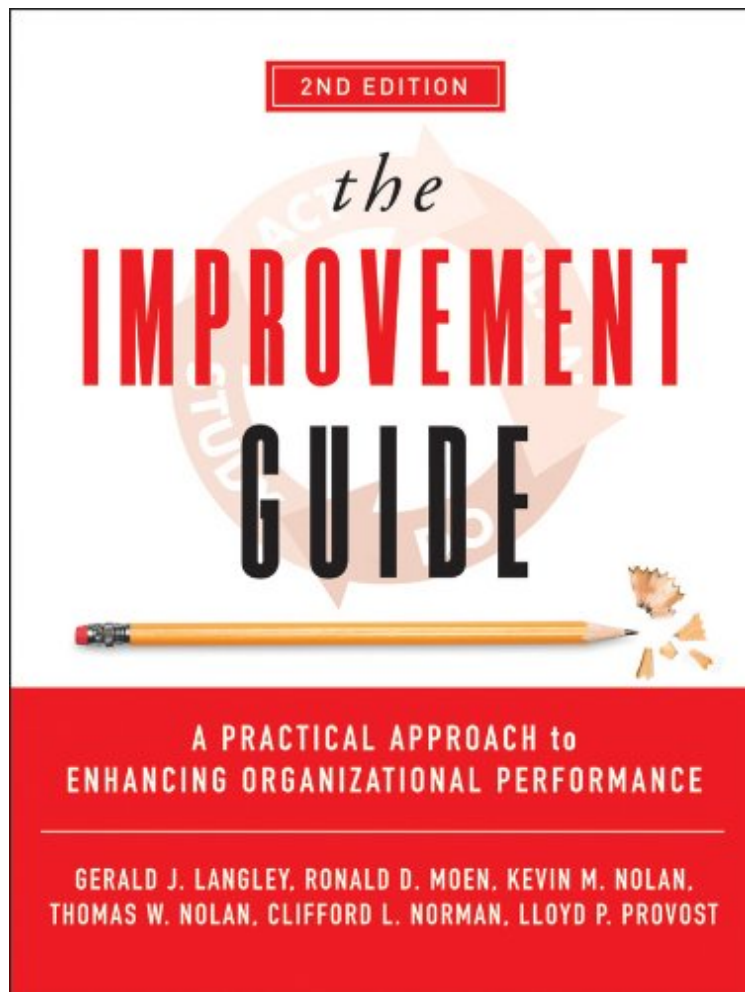


The Improvement Guide: A Practical Approach to Enhancing Organizational Performance

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

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Gerald J. Langley, Ronald D. Moen, Kevin M. Nolan, Thomas W. Nolan, Clifford L. Norman, Lloyd P. Provost : **The Improvement Guide: A Practical Approach to Enhancing Organizational Performance** before purchasing it in order to gage whether or not it would be worth my time, and all praised **The Improvement Guide: A Practical Approach to Enhancing Organizational Performance**:

0 of 0 people found the following review helpful. Five StarsBy Big DNeeded for school.0 of 0 people found the following review helpful. Five StarsBy Susan H.must have resource for performance improvement people.2 of 2 people found the following review helpful. OutstandingBy Jon Howard ZeipenFor anyone wanting to learn about quality and improvement principles, model, method and tools, this is the ONLY book you'll ever need to read. A one time disciple and devotee of Deming, Lou Schultz, once told me that Tom Nolan was the closest thing we have to a

Dr. W. Edwards Deming today. After reading this book, I think you'll agree. The other authors are a very close second. These guys are the best of the best at what they do. Don't hesitate to buy this book if you're at all interested or working in the quality and performance improvement field. Jon Zeipen, MSW Director of Quality and Patient Safety

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.

"This book is a major milestone in our understanding of the science of improvement. It is destined to be a classic in the field. It offers leaders not only a comprehensive framework, but also dozens of useful specific suggestions for achieving new levels of quality and productivity." (Donald M. Berwick, Institute of Healthcare Improvement and author of *Curing Health Care*) "The Improvement Guide is a rare jewel of a book packed with powerful ideas and knowledge; it should be required reading for every student and should be on every corporate bookshelf. This book fills a major void in the Quality literature by combining fresh insights, practical guidelines, and compelling examples on improvement in a captivating and easy-to-understand manner." (Paddy Meskell, senior vice president of human resources, Silver Diner Development, Inc.) "The Improvement Guide provides a proven framework for quality as business strategy by linking improvement to methods of managing change. It clearly will assist leaders in making permanent improvements." (Robert Tusch, manager, Quality Development and Organizational Effectiveness, Exxon Chemical Company) "The Conrad Company has been able to double its sales while reducing operating costs during the last five years. I attribute much of our success as an organization to the theories and methods discussed in this long overdue book. People who are interested in learning -- and in making improvements and money while having fun -- should take the time to study this material." (Robert Butts, president, The Conrad Company) The Improvement Guide can be used by anyone in an organization to successfully integrate improvements into their system while achieving results in customer satisfaction, quality, lower costs, and productivity." (George Haefner, former president and CEO, Conegra Poultry Company) From the Inside Flap The Improvement Guide In today's tumultuous global marketplace, making effective changes in how organizations are run has become more important than ever. Performance improvement continues to be a key focus for leaders in business, healthcare, education, and government concerned with long-term success and sustainability. Executives, managers, and workers need practical methods and techniques that produce lasting results. This second edition of the best-selling book, *The Improvement Guide*, offers an integrated approach to learning and improvement, one that is designed to deliver quick and substantial results. Using straightforward stories to illustrate core ideas, the expert authors introduce a flexible model for improving quality and productivity in diverse settings. They draw from research conducted in a variety of areas—manufacturing, healthcare, government, and schools—to present a practical tool kit of ideas, examples, and applications. Since the book was first published more than a decade ago, the authors have expanded the use of their Model for Improvement through work on improvement efforts at multinational companies as well as in different industries such as healthcare and public agencies. This thoroughly revised and updated edition includes new information that shows how to accelerate improvement by spreading changes across multiple sites—for example, spreading improvements in cardiac care across multiple hospitals; spreading set-up efficiencies across multiple manufacturing sites; or spreading approaches to reducing homelessness across multiple cities. In addition, the book contains an explanation of how other approaches such as Six Sigma and Lean production are related to the Model for Improvement framework. Designed to be highly approachable, the book's Resource Guide to Change Concepts is updated so that even beginners can utilize the tested techniques of some of the world's most experienced practitioners. Like the first, this second edition offers a practical tool kit filled with dynamic ideas, illustrative examples, and useful applications. From the Back Cover 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 fifteen years, under the guidance of a co-author, has been a major key to the success of our company." —David R. Harvey, chairman and former CEO, Sigma-Aldrich Corporation "The updated edition of *The Improvement Guide* builds on API's practical approach to improvement, providing even more great examples, and expands into methods for large system change and spreading improvement quickly. This is an outstanding reference book for anyone leading improvement." —Bruce Boles, master black belt, Hewlett-Packard "The Model for Improvement developed by the authors and presented in this book is remarkably 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 Continuous Education Program on Improvement at the University since 2000, with outstanding results." —Ademir J. Petenate, professor of statistics at University of Campinas (Brazil) and director of ANOVA—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." mdash;Jerry W. Jackson, MD, Nephrology Associates, PC; improvement advisor, Institute for Healthcare Improvement