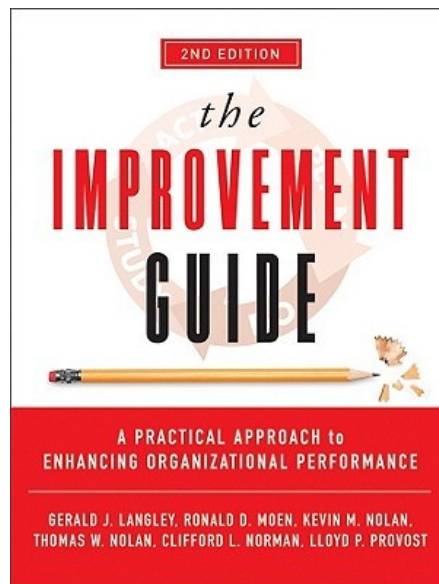




The Improvement Guide: A Practical Approach to Enhancing Organizational Performance

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

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The Improvement Guide: A Practical Approach to Enhancing Organizational Performance Gerald J. Langley , Ronald Moen , Kevin M. Nolan , Thomas W. Nolan , Clifford L. Norman , Lloyd P. Provost
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.

The Improvement Guide: A Practical Approach to Enhancing Organizational Performance Details

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Michael Culbertson says

According to Langley, the core of improvement science consists of the questions: (1) What are we trying to accomplish? (2) How will we know if a change is an improvement? (3) What changes might we introduce and why?

Sound kind of obvious? If so, you probably won't get much more from reading this book. Bringing systems thinking into the discussion is helpful, but there are other, better treatments of this (e.g., the work of Peter Senge). On the up side, the book is filled with concrete illustrations of improvement principles. If you're looking for scenarios and examples, this book could be a helpful resource.

Amy says

Amazing reference material and tools for anyone planning on improving organizational performance.
