



The Quality Improvement Handbook: Team Guide to Tools and Techniques

By Roger Swanson

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This valuable new book provides quality improvement teams, and their leaders, with a comprehensive set of tools and techniques to solve problems and improve processes in their organizations. The book offers experienced teams instruction on more advanced, less frequently used tools as well as provides detailed guidelines on the basic tools for newly formed teams.

The seven quality tools, seven management tools, and an additional 20 tools and techniques have also been incorporated into this title. Both the service and manufacturing industries and environments will find the applications useful. Each tool and technique includes sections that describe the tool, key points in using it, typical applications, an example, and steps in using the tool.

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The Quality Improvement Handbook: Team Guide to Tools and Techniques By Roger Swanson Bibliography

- Sales Rank: #2286791 in Books
- Brand: Brand: CRC Press
- Published on: 1995-05-01
- Original language: English
- Number of items: 1
- Dimensions: 10.00" h x .69" w x 7.01" l, 1.54 pounds
- Binding: Hardcover
- 288 pages

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Editorial Review

Review

...this useful book is a compendium of tools selected and arranged to support a team-based quality improvement effort. This handbook fulfills its purpose well and should be widely used for team efforts in many types of organizations. -- *National Productivity Review*

From the Back Cover

The Quality Improvement Handbook: . Provides both experienced and beginning quality improvement teams with a comprehensive set of tools and techniques to identify and solve problem and improve processes in their organizations. Includes detailed descriptions and instructions for the original seven quality tools, the seven "new" management tools, and more than twenty additional tools and techniques. Uses an eight-step Quality Improvement Model that provides a logical framework for applying each tool and technique. Discusses the importance of identifying and measuring desirable outcomes and related process measures. Stresses the need to analyze and change performance drivers to achieve desired outcomes. Examples used throughout the book follow a service industry case study. Includes separate chapters on benchmarking and questionnaires.

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