

The Improvement Guide A Practical Approach To Enhancing Organizational Performance

As a field, education has largely failed to learn from experience. Time after time, promising education reforms fall short of their goals and are abandoned as other promising ideas take their place. In *Learning to Improve*, the authors argue for a new approach. Rather than “implementing fast and learning slow,” they believe educators should adopt a more rigorous approach to improvement that allows the field to “learn fast to implement well.” Using ideas borrowed from improvement science, the authors show how a process of disciplined inquiry can be combined with the use of networks to identify, adapt, and successfully scale up promising interventions in education. Organized around six core principles, the book shows how “networked improvement communities” can bring together researchers and practitioners to accelerate learning in key areas of education. Examples include efforts to address the high rates of failure among students in community college remedial math courses and strategies for improving feedback to novice teachers. Learning to Improve offers a new paradigm for research and development in education that promises to be a powerful driver of improvement for the nation’s schools and colleges.

Performance management can be an uncomfortable topic within the discipline of public health. Written by leaders in public health performance management and quality improvement, this book carefully explains what public health performance management is – and makes a strong case for why it is needed to tackle successfully the long-standing health issues plaguing communities and states. Notably, the book eschews the need to invest in technology or to learn a new performance management vocabulary. Rather the authors advocate for more thoughtful use of the resources already available in the organization, relying on public health leadership working in conjunction with well trained staff to manage their own organizational performance. To be broadly accepted within public health, performance management concepts and models have to be framed and populated with public health examples, and this book offers a wealth of practical insights and case studies that may be immediately applied to public health organizations, from assessing an organization’s needs, introducing a performance management system to the organization, developing an agency’s goals and targets, to implementation of sound performance management systems and plans. Collaborative Performance Management for Public Health is required reading for all public health leaders and employees concerned with maximizing the health impact of scarce resources.

Clear English Pronunciation provides students with the tools to effectively communicate in English without centring solely on native-speaker pronunciation models. The focus of the book is on individual pronunciation targets rather than a one-size-fits-all approach. Divided into four sections, each featuring detailed articulatory explanations, sample sentences, and recordings to help learners improve their pronunciation, this book: introduces the phenomenon of pronunciation as part of a broader communicative realm; explains and demonstrates the melody and rhythm of understandable and natural English pronunciation; supports students in identifying and practicing their own pronunciation issues. Supported by an interactive companion website which features recordings and expanded explanations of key topics, Clear English Pronunciation is an essential textbook for international learners of English who want to improve their pronunciation skills in diverse social settings.

<https://www.universiteitleiden.nl/clearenglishpronunciation>

From setting up a stellar team to consultations and evaluations, and from implementation to assessing success, this guide presents detailed advice and ideas to provide assistive technology (AT) services that effectively and efficiently help students. The nuts and bolts of each area are presented in a practical way (with amusing metaphors thrown in for good measure) so that you can directly apply what's in the book and see tangible results.

A Practical Pricing Guide for Homeowners and Contractors

Distributed Leadership in Schools

A Practical Guide

A Practical Guide to Building Exceptional Schools

Practical Plant Failure Analysis

The High-Impact Sales Manager

Benchmarking for School Improvement

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.

Software Engineering / Testing Test Process Improvement A practical step-by-step guide to structured testing Tim Koomen Martin Pol If competitiveness is an issue in your market, IT will be vital, and this book will help you to deal with the problems it will bring along. Henk W Broeders, Executive Board, CAP Gemini I was introduced to TPI and suddenly the penny dropped... This was quite a revelation... I recommend that you try the ideas suggested in this book... use the TPI method to improve your test process. Stephen K Allott, Senior Consultant, ImagoQA Ltd The application of TPI enables us to raise our global testing organization to the next professional level. I am absolutely convinced that everybody using TPI in a similar way will experience the same added value. Dr Hans Voorthuizen, Global Manager Product Testing Group, Baan Software testing is an essential part of software development but many organizations regard it as an uncontrollable part of the process and find it difficult to take steps to improve it. In Test Process Improvement, Tim Koomen and Martin Pol give practical suggestions for improving the testing process in a gradual and controlled manner, with realistic goals in terms of quality, lead time and costs. The book describes and explains the Test Process Improvement (TPI) model, tried and tested by numerous professional testers, which provides a structured framework to be used either for improving an existing test process or for developing a new process from scratch. The authors use their in-depth knowledge and extensive experience to provide practical guidance and a framework that enables the reader to adapt the model for use in his/her organization. If you are involved in testing software systems and are aiming to implement a successful and structured process, you will find this book an invaluable resource. About the authors Tim Koomen is a professional tester for IQUIP Informatica B.V. in the Netherlands, where he is a member of the R&D team covering issues such as automated testing and testfactories. He is currently advising organizations on how to improve their testing processes using the TPI model. He regularly presents at conferences and training sessions throughout Europe. Martin Pol has over 25 years of experience in structured testing, currently working as an R&D manager with responsibility for development and innovation of testing methods for IQUIP Informatica B.V. and GiTek Software N.V. in Belgium. He was involved in the development of the structured testing approach, TMap, and the creation of TPI. He is a highly regarded speaker at conferences and training courses throughout Europe and the USA, having twice chaired EuroSTAR. He recently received the European Testing Excellence Award for his contribution to the field of testing. [barcode box] Visit us on the World Wide Web at: <http://www.awl-he.com/computing> <http://www.awl.com/cseng> Back of Jacket"

This new book explains the Productivity Measurement and Enhancement system (ProMES) and how it meets the criteria for an optimal measurement and feedback system. It summarizes all the research that has been done on productivity, mentioning other measurement systems, and gives detailed information on how to implement this one in organizations. This book will be of interest to behavioral science researchers and professionals who wish to learn more about the practical methods of measuring and improving organizational productivity.

An easy-to-apply illustration of a basic process-improvement methodology covering the continuous cycle of process improvement, analyzing work processes, determining customer needs and more.

A Practical Step-by-step Guide to Structured Testing

How America’s Schools Can Get Better at Getting Better

Building or Improving Your District’s AT Team

A Practical Guide for Continuous Improvement Professionals in Higher Education

A Practical Guide to Personal Freedom

A No-Nonsense, Practical Guide to Improve Your Team’s Sales Performance

The Quality Improvement Challenge

School improvement in recent years has largely focused on rapid improvement and quick fixes. Yet, genuine and sustainable school improvement is complex, gradual and incremental. It requires developing a culture and focusing relentlessly on teaching and learning. The Gradual Art of School Improvement is a comprehensive practical guide to school improvement, covering aspects such as improvement planning, staff development, the learning environment, dealing with outside pressures including inspection, curriculum design and the role of leaders at all levels. It includes: Detailed accounts of the steps that can be taken to create a positive learning culture over time Case studies and worked examples, concentrating on the practical aspects of school improvement from the perspective of an experienced and successful head teacher Ready-to-use practitioner resources that readers can adapt and use in their own settings Accessibly written and entertaining, this book is an invaluable resource for leaders at all levels and stages of their career.

This book illustrates the integration of both Lean and Six Sigma as a process excellence methodology which can be utilized in Higher Education environments for achieving and sustaining world class efficiency and effectiveness. It showcases various studies carried out by leading research scholars, academics and practitioners.

Mastering the Way You See the World Inspired by Edward de Bono’s Six Thinking Hats method, Jim Gilmore has created a unique and useful tool to help our ability to perceive. In his latest book, Look: A Practical Guide for Improving Your Observational Skills, Gilmore introduces the metaphor of “six looking glasses.” Each looking glass represents a particular skill to master in order to enhance the way we look at the world. The six skills include binoculars, bifocals, magnifying glass, microscope, rose-colored glasses, and blindfold looking. Each looking glass provides an observational lens through which to see the world differently. This framework will help its users to: • See the big picture • Overcome personal bias • Pinpoint significance • Better scrutinize numerous details • Uncover potential opportunities • See what’s in the mind’s eye These varying perspectives offer myriad practical applications: They can help any executive, manager, or designer more richly observe customer behavior, philanthropists and policy makers more keenly identify human needs, and anyone else interested in innovative thinking to first ground their ideation in practical observation. Gilmore helps readers grasp the Six Looking Glasses by including helpful everyday examples and practice exercises throughout. Put into practice, this method of looking will help you see the world with new eyes.

Multimedia specialist Sarah Horton draws on extensive experience as a faculty Web consultant to explain the entire process of creating a site, from initial planning through site assessment. With case studies throughout, Horton discusses the planning process, content creation, site development, and finally site implementation in the curriculum. 200 illustrations.

A Practical Guide for Learning and Improvement

A Practical Guide for Physicians

Change Leadership

A Practical Approach to Enhancing Organizational Performance

Continuous Process Improvement

Web Teaching Guide

Lean Maintenance

Paul Bambrick-Santoyo (*Managing Director of Uncommon Schools*) shows leaders how they can raise their schools to greatness by following a core set of principles. These seven principles, or “levers,” allow for consistent, transformational, and replicable growth. With intentional focus on these areas, leaders will leverage much learning from the same amount of time investment. Fundamentally, each of these seven levers answers the core questions of school leadership: What should an effective leader do, and how and when should they do it. Aimed at all levels of school leadership, the book is for any principal, superintendent, or educator who wants to be a transformational leader. The book includes 30 video clips of top-tier leaders in action. These videos bring great schools to you, and support a deeper understanding of both the components of success and how it looks as a whole. There are also many helpful rubrics, extensive professional development tools, calendars, and templates. Explores the core principles of effective leadership Author’s charter school, North Star Academy in Newark, New Jersey, received the highest possible award given by the U.S. Department of Education; the National Blue Ribbon Print version includes an instructive DVD with 30 video clips to show how it looks in real life. E-book customers: please note that details on how to access the content from the DVD may be found in the e-book Table of Contents. Please see the section: “How to Access DVD Contents”

Bambrick-Santoyo has trained more than 1,800 school leaders nationwide in his work at Uncommon Schools and is a recognized expert on transforming schools to achieve extraordinary results.

Offers a practical guide for improving schools dramatically that will enable all students from all backgrounds to achieve at high levels. Includes assessment forms, an index, and a DVD.

The Change Leadership Group at the Harvard School of Education has, through its work with educators, developed a thoughtful approach to the transformation of schools in the face of increasing demands for accountability. This book brings the work of the Change Leadership Group to a broader audience, providing a framework to analyze the work of school change and exercises that guide educators through the development of their practice as agents of change. It exemplifies a new and powerful approach to leadership in schools.

The practical guide to using pricing and profitability management to build a better business A comprehensive reference for any business professional looking to understand the capabilities and competencies required for effectively managing pricing and profitability, Pricing and Profitability Management explains how to determine the right approach, tools, and techniques for each of six key categories (pricing strategy, price execution, advanced analytics and optimization, organizational alignment and governance, pricing technology and data management, and tax and regulatory effectiveness). Exploring each category in detail, the book addresses how an integrated approach to pricing improvement can give a sustainable, competitive advantage to any organization. The ultimate “how to” manual for any executive or manager interested in price management, the book presents a holistic, comprehensive framework that shows how integrating these pricing categories into a cohesive program leads to impressive gains that cannot be achieved through a single-pronged approach. Presents a comprehensive framework for more effectively managing pricing and profitability Identifies the six key categories of pricing and profitability management Shows you how to gain a competitive edge by managing pricing and profitability Taking a comprehensive view of pricing, companies can position themselves to tap a vast source of shareholder value—the ability to set and enforce profitable prices, not just once, but again and again in response to marketplace changes and evolving business needs—and this book will show you how.

A Practical Approach

A Practical Guide for Business Leaders

A Practical Guide for Education Leaders

Improving Animal Welfare

Pricing and Profitability Management

The Practical Guide to Exploring Craft Beer and Improving Physical and Mental Fitness

A Practical Guide for Improving Sales and Operations Planning

Benchmarking is a term used by the DIEE and OFSTED to describe a school’s performance against a national or local average. This useful guide helps senior management teams of schools or colleges, to undertake their own benchmarking, with the aim of increasing effectiveness and improvement. Tony Kelly looks at the different types of benchmarking and what should be benchmarked and why. He discusses the possibility of forming a benchmarking partnership with another organisation which is acknowledged to be better performing. He also addresses the process of forming a benchmarking team within a school or college. Practical guidance is provided on techniques such as making an effectiveness comparison, targeting for improvement, and producing target-setting tables and benchmarking comparison charts. The content of the book has been based on extensive research from the UK and overseas. It provides step-by-step advice, photocopiable templates and suggestions for further reading.

Emphasizes the universal importance of TQM in small, medium and large companies.

Component failures result from a combination of factors involving materials science, mechanics, thermodynamics, corrosion, and tribology. With the right guidance, you don ’ t have to be an authority in all of these areas to become skilled at diagnosing and preventing failures. Based on the author ’ s more than thirty years of experience, Practical Plant Failure Analysis: A Guide to Understanding Machinery Deterioration and Improving Equipment Reliability is a down-to-earth guide to improving machinery maintenance and reliability. Illustrated with hundreds of diagrams and photographs, this book examines... • When and how to conduct a physical failure analysis • Basic material properties including heat treating mechanisms, work hardening, and the effects of temperature changes on material properties • The differences in appearance between ductile overload, brittle overload, and fatigue failures • High cycle fatigue and how to differentiate between high stress concentrations and high operating stresses • Low cycle fatigue and unusual fatigue situations • Lubrication and its influence on the three basic bearing designs • Ball and roller bearings, gears, fasteners, V-belts, and synchronous belts Taking a detailed and systematic approach, Practical Plant Failure Analysis thoroughly explains the four major failure mechanisms—wear, corrosion, overload, and fatigue—as well as how to identify them. The author clearly identifies how these mechanisms appear in various components and supplies convenient charts that demonstrate how to identify the specific causes of failure.

Beer & Fitness is the essential guide to craft beer and the indispensable resource for those struggling to enact positive changes in their lives. It is at once an entry point for folks who are brand new to the world of craft beer and a guide for those with an already established interest. It demystifies the terminology, explores the brewing process, and provides enough detailed information to put neophyte fans in the know while offering plenty of fun, innovative ideas for how to explore craft beer more deeply as a hobby for longtime aficionados. It also provides the framework for improving one’s overall physical and mental fitness through sound, practical advice from first-hand experience.

A Practical Guide for Secondary Schools

A Practical Guide for Improving Your Observational Skills

Interior Home Improvement Costs

A Practical Guide to Transforming Our Schools

Practical Approach to Electroencephalography E-Book

Soft Skills Hard Results

Beer & Fitness

At last, a simple, well-written survey of process redesign that will help you transform your organization into a world-class competitor. Author Dan Madison explains the evolution of work management styles, from traditional to process-focused, and introduces the tools of process mapping, the roles and responsibilities of everyone in the organization, and a logical ten-step redesign methodology. Thirty-eight design principles allow readers to custom-fit the methodology to the particular challenges within their own organizations. Additional chapters by guest writers Jerry Talley, Ph.D., and Vic Walling, Ph.D., discuss cross-department process management and using computer simulation in redesign, respectively. (Publisher)

Managing a sales team is one of the most important and challenging positions in a company, and it requires a unique set of skills. Unfortunately, many sales managers spend much of their day putting out fires, and moving from problem to problem. Their days consist of an overwhelming number of activities including respond to urgent request from their bosses, resolving customer issues and complaints, and dealing with disgruntled employees. In addition, they find themselves sitting in meetings that run way too long, and submitting countless sales forecasts to satisfy upper management. As a result, sales managers get caught up in a daily grind and end their work week exhausted and feeling like they have little control over their destiny. In The High-Impact Sales Manager, you’ll learn how to transcend the daily grind and unlock the full potential of your sales team. This includes learning to: • Hire the best people and hold them accountable • Manage sales performance by focusing on the underlying behaviors that drive performance • Consistently produce accurate sales forecasts • Provide personalized sales coaching that results in better skills and higher win rates • Motivate and inspire your team to greatness Most importantly, The High-Impact Sales Manager will leave you feeling confident and enthusiastic in your ability to lead and empower your team to achieve unparalleled success.

BUSINESS BOOK AWARDS 2021 SHORTLISTED TITLE Everyone says a great leader needs EQ, Emotional Intelligence, soft skills, blah, blah, blah. What does that even mean? Where do you start? Where’s the line for that on the P&L? You might think that business is all about facts and figures. You probably prefer it that way. The truth is that as uncertainty and business complexity increases, successful leaders need to embrace soft skills to get the best out of their people in a sustainable manner. In this succinct, no-nonsense approach, Anne Taylor shares: Key soft skills relevant for leadership and practical applications of how to use them every day drawn from real-life case studies Straightforward tools to better understand yourself, because your leadership starts with YOU Simple frameworks to communicate with others to get things done while building a stronger relationship with them (at the same time, how efficient!) Logical ideas you can try immediately with on-line support if you want it. All done in an easy to read, logical, organized manner for people who prefer facts and don’t consider themselves natural ‘people people.’In a direct yet professional manner, Anne combines the results-oriented focus from her extensive business background in Fortune 100 corporations with her passion for personal awareness and conscious choice to help you get better results through your people, fast. The Practical Principles in this book, when applied, practiced and honed, can improve your effectiveness, impact and bottom-line results.

"Completely revised, updated and with two new chapters on sustainability and new technologies for improving animal welfare, the third edition of this highly successful textbook remains essential reading for students of ethology and animal science" - -

Evidence-Based Productivity Improvement

The Goal/Question/Metric Method

A Practical Approach to Creating Course Web Sites

A Practical Guide for Enhancing Work and Information Flow

A Practical, Step-By-Step Guide for Increasing Efficiency

The Four Agreements

Performance Management for School Improvement

In The Four Agreements, bestselling author don Miguel Ruiz reveals the source of self-limiting beliefs that rob us of joy and create needless suffering. Based on ancient Toltec wisdom, The Four Agreements offer a powerful code of conduct that can rapidly transform our lives to a new experience of freedom, true happiness, and love. • A New York Times bestseller for over a decade • Translated into 46 languages worldwide “This book by don Miguel Ruiz, simple yet so powerful, has made a tremendous difference in how I think and act in every encounter.” — Oprah Winfrey “Don Miguel Ruiz’s book is a roadmap to enlightenment and freedom.” — Deepak Chopra, Author, The Seven Spiritual Laws of Success “An inspiring book with many great lessons.” — Wayne Dyer, Author, Real Magic “In the tradition of Castaneda, Ruiz distills essential Toltec wisdom, expressing with clarity and impeccability what it means for men and women to live as peaceful warriors in the modern world.” — Dan Millman, Author, Way of the Peaceful Warrior

“b>”This book should become a key textbook of choice for a wide range of health care professionals and students. It encourages autonomous learning and helps develop critical analytical skills ... Each chapter follows a logical progression using key objectives which relate to a range of activities and up to date evidenced based sources of information. The range of depth and breadth of material is contemporary and as such should meet the academic, managerial and clinical background of the reader.” Helen Matthews, Senior Lecturer in Health and Community Care, University of West London, UK ”This text represents a useful, well-pitched contribution The book is densely packed but skilfully written to feel comfortable for the reader; challenging in places but never to the extent to discourage engagement.” Jane Thomas, Acting Head of College of Human and Health Sciences, Swansea University, UK Do you have difficulties deciding which health promotion activities facilitate behavioural change? This accessible book focuses on the practical activity of health promotion and shows students and practitioners how to actually apply health promotion in practice. The book uses case scenarios to explore how health promotion activities can empower individuals to make decisions that change their health related behaviour. This book explores the role of health promotion and explores a number of practical approaches, such as developing client’s self-awareness and skills, working with groups and communities and social marketing and the mass media. The book includes: Learning outcomes, think points and implications for practice, giving readers guidance on engaging with health promotion Multi-setting case studies including schools, prisons and the local community Activities to develop self-awareness, self-esteem, assertiveness, empowerment, communication and life skills A Guide to Practical Health Promotion is suitable for allied health professionals, nurses and students involved in health promotion practice and will help you to build confidence in your health promotion skills.

Building on best practices and lessons learned, Distributed Leadership in Schools shows educators how to design and implement distributed leadership to effectively address challenges in their schools. Grounded in case studies and full of practical tools, this book lays out a framework for building strategic, collaborative, and instructionally-focused teams. Supported by voices of practitioners and based upon original research, this comprehensive resource shares concrete strategies, tips, and tools for creating teams that are skilled at using data to

plan and monitor their work, and successful in facilitating change to improve student learning. This innovative method will aid leader development and facilitate reflection, and will reshape leadership practice in a way that benefits teachers, leaders, schools, and students. Why consult encyclopedic references when you only need the essentials? Practical Approach to Electroencephalography, by Mark H. Libenson, MD, equips you with just the right amount of guidance you need for obtaining optimal EEG results! It presents a thorough but readable guide to EEGs, explaining what to do, what not to do, what to look for, and how to interpret the results. It also goes beyond the technical aspects of performing EEGs by providing case studies of the neurologic disorders and conditions in which EEGs are used, making this an excellent learning tool. Abundant EEG examples throughout help you to recognize normal and abnormal EEGs in all situations. Presents enough detail and answers to questions and problems encountered by the beginner and the non-expert. Uses abundant EEG examples to help you recognize normal and abnormal EEGs in all situations. Provides expert pearls from Dr. Libenson that guide you in best practices in EEG testing. Features a user-friendly writing style from a single author that makes learning easy. Examines the performance of EEGs—along with the disorders for which they're performed—for a resource that considers the patient and not just the technical aspects of EEGs. Includes discussions of various disease entities, like epilepsy, in which EEGs are used, as well as other special issues, to equip you to handle more cases.

EBOOK: A Guide to Practical Health Promotion

Lean Six Sigma in Higher Education

A Guide to Understanding Machinery Deterioration and Improving Equipment Reliability

A Practical Guide for Quality Improvement of Software Development

Test Process Improvement

Process Mapping, Process Improvement, and Process Management

A Practical Guide to Improve Instruction

The S&OP process is normally the core tactical planning process for a business. Our belief is that an effective S&OP process is the key to running an effective supply chain. An effective S&OP process provides the necessary framework for introducing initiatives like Six Sigma and lean manufacturing because the S&OP provides a framework to identify areas that need improvement. We have laid out the supply chain improvement process as a series of logical steps that culminate in the implementation of a Sales and Operations Planning (S&OP) business process. Each step of our improvement process is designed to provide value to the business, and is easy to digest. Taken together, the five steps provide a structured path for improving S&OP.

The recently introduced Performance Management (PM) arrangements for headteachers and teachers will replace the existing appraisal systems for schools in England. The introduction of PM places a significant responsibility upon governors strategically, and upon senior and middle managers operationally. This is a manual for middle managers and head teachers in secondary schools. It offers support and guidance on the new performance management legislation, the practical issues surrounding its introduction and strategies for successful implementation. The book will include sections on how to integrate PM into the school's other management processes, what roles and responsibilities need to be carried out, and managing the performance of teachers and headteachers. It will also cover the appraisal cycle, setting objectives, classroom observation, and selecting and appointing team leaders. The book also discussed auditing, monitoring, evaluating and reporting.

Updated estimates for popular projects. With new sections on home offices, in-law apartments and remodeling for disabled residents. Includes: -- Attic & Basement Conversions -- Kitchen and Bath Remodeling -- Fireplaces --

Storage -- Stairs, New Floors -- Walls & Ceilings

The book is about applying Lean manufacturing principles to industrial maintenance in order to improve the efficiency and be able to do more with the same (or less) resources. By industrial maintenance we mean the maintenance that takes place in factories and industrial facilities. The book is the result of multiple improvement projects carried out by the authors in various industrial settings and sectors in the past 10 years. The approach works and can be applied in any industry. It yields results without investment. The book is a step-by-step guide that takes the reader through the maintenance process, from equipment failure to finished repair. In each step of the process, the typical inefficiencies are explained and tools are given to improve the process. The book is meant to be used as a guide in an improvement journey. The improvement approach presented in the book is very close to the shop floor and instructs the reader to engage with all team members in the maintenance department in every step of the process, in order to make the improvements sustainable. If one looks at the main market indexes, between one third and one half of companies on those indexes belong to the industrial sector: automotive, power generation, basic materials, chemicals, consumer goods, et cetera. Those companies spend on average 2 – 5% of plant replacement value per year on maintenance. About one third of this cost is maintenance labor. The maintenance work that gets done every day in factories around the world is typically inefficient, from a Lean perspective: time is wasted, different tasks are not properly coordinated, job durations are overestimated and job plans, when they exist, are thus "inflated" to cover up the inefficiency. All this happens because maintenance tends to be the "forgotten" area of efficiency in industrial companies, as much of the improvements are carried out on the (literally) productive areas of the factories. When companies set out to "improve" maintenance, they typically do it through budget cuts that can risk the reliability of the equipment. The authors believe there is a better way to do more with the same resources through a careful review of the current way of working and the introduction of Lean. With this book, the authors try to bring to maintenance managers and practitioners the tools they need to quickly improve efficiency (in a matter of weeks) without any investment.

Learning to Improve

A Practical Guide to Information Systems Process Improvement

Collaborative Performance Management for Public Health

Design-Based School Improvement

The Improvement Guide

Clear English Pronunciation

Measuring and Improving Organizational Productivity

At the heart of the effort to enact and scale up successful school reforms is the need for more robust links between research and practice. One promising approach is design development, a methodology widely used in other fields and only recently adapted to education, which offers a disciplined process for identifying practical problems, assessing evidence of outcomes, accounting for variability in implementation and results, and establishing a foundation for broader understanding of the problem and proposed solutions. This exciting new book provides a practical guide for education leaders who are seeking to address issues of equity in their schools and want to pursue this approach. The book provides a step-by-step description of the process, augmented by case studies of four education leaders: Christine, a middle school principal who is concerned with the volume of disciplinary referrals in her school; Michelle, an elementary school principal who wants to address achievement gaps; Eric, an assistant superintendent who wants to improve the quality of principals' instructional feedback to teachers; and Nora, a high school principal who is concerned about the use of racial and homophobic slurs in the hallways. The book follows each of these leaders as they formulate and refine interventions to address these problems. Design-Based School Improvement also includes a series of "excursions into theory" that discuss the research basis for design-based improvement. The author—a leading thinker about policy implementation and school reform—shows a profound appreciation for the complexity of work in schools and the deep and sustained thinking entailed in undertaking productive change. By bringing theory to life and putting it in the hands of skilled practitioners, this book promises to become an invaluable resource for education leaders seeking to solve problems of equity and social justice in schools.

This text provides a detailed approach to software quality improvement based on six years of successful quality management at Tokheim and participation in several EEC-funded projects. It

provides all of the information that is required to set up a quality improvement programme.

This volume is the first practical guide for developing productivity measurement systems. It describes the use of the Productivity Measurement and Enhancement System (ProMES), designed by its author and his colleagues.

When you invest in expensive technology and systems, you want to get the most out of them. Process improvement has been used for years as an effective strategy to reduce costs, shorten cycle times, improve quality, and increase user satisfaction in other areas of business such as Quality, Manufacturing, and Engineering. While there are many books a

Practical (and Fun) Guide to Assistive Technology in Public Schools

A Practical Guide to People Skills for Analytical Leaders

Driven by Data

TQM Simplified

Leverage Leadership

The Gradual Art of School Improvement

A Practical Guide for Comparing and Achieving Effectiveness

Efforts to improve the quality of healthcare have failed to achieve a meaningful and sustainable improvement. Patients continue to experience fragmented, inconvenient, and unsafe care while providers are increasingly becoming overburdened with administrative tasks. The need for change is clear. Healthcare professionals need to take on new leadership roles in quality improvement (QI) projects to effect real change. The Quality Improvement Challenge in Healthcare equips readers with the skills and knowledge required to develop and implement successful operational improvement initiatives. Designed for healthcare providers seeking to apply QI in practice, this valuable resource delivers step-by-step guidance on improvement methodology, team dynamics, and organizational change management in the context of real-world healthcare environments. The text integrates the principles and practices of Lean Six Sigma, human-centered design, and neurosciences to present a field-tested framework. Detailed yet accessible chapters cover topics including identifying and prioritizing the problem, developing improvement ideas, defining the scope of the project, organizing the QI team, implementing and sustaining the improvement, and much more. Clearly explaining each step of the improvement process, this practical guide: Presents the material in a logical sequence, gradually introducing each step of the process with clearly defined workflow templates Features a wealth of examples demonstrating QI application, and case studies emphasizing key concepts to highlight successful and unsuccessful improvement initiatives Includes end-of-chapter exercises and review questions for assessing and reinforcing comprehension Offers practical tips and advice on communicating effectively, leading a team meeting, conducting a tollgate review, and motivating people to change Leading QI projects requires a specific set of skills not taught in medical school. The Quality Improvement Challenge in Healthcare bridges this gap for experienced and trainee healthcare providers, and serves as an important reference for residency program directors, physician educators, healthcare leaders, and health-related professional organizations.

Look

A Practical Guide to the Productivity Measurement and Enhancement System (ProMES)