

# The Improvement Guide A Practical Approach To Enhancing Organizational Performance

The Health Care Data Guide is designed to help students and professionals build a skill set specific to using data for improvement of health care processes and systems. Even experienced data users will find valuable resources among the tools and cases that enrich The Health Care Data Guide. Practical and step-by-step, this book spotlights statistical process control (SPC) and develops a philosophy, a strategy, and a set of methods for ongoing improvement to yield better outcomes. Provost and Murray reveal how to put SPC into practice for a wide range of applications including evaluating current process performance, searching for ideas for and determining evidence of improvement, and tracking and documenting sustainability of improvement. A comprehensive overview of graphical methods in SPC includes Shewhart charts, run charts, frequency plots, Pareto analysis, and scatter diagrams. Other topics include stratification and rational sub-grouping of data and methods to help predict performance of processes. Illustrative examples and case studies encourage users to evaluate their knowledge and skills interactively and provide opportunity to develop

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additional skills and confidence in displaying and interpreting data. Companion Web site: [www.josseybass.com/go/provost](http://www.josseybass.com/go/provost)

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.

Improvement Science in Education: A Primer provides a comprehensive overview of improvement science as a framework to guide continuous improvement and reconceptualizes improvement by centering equity and justice as the purpose of improvement. This Primer is designed to introduce improvement science, a methodology with origins in manufacturing, engineering and healthcare, to educational audiences. The book first explores the philosophical and methodological foundations of improvement science, juxtaposing it with traditional forms of research so that clear distinctions can be drawn. Chapters in the latter half of the book introduce the principles of improvement, give guidance and tools for operationalizing the principles in practice, and conclude with questions to ensure you are improving with equity in mind. Constantly reminding readers to think about who is involved and impacted,

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the Primer makes improvement science accessible to novices and adds critical dimensions for experienced practitioners to consider.

Completely revised, updated and with four new chapters on sustainability, new technologies, precision agriculture and the future of animal welfare. This book is edited by an outstanding world expert on animal welfare, it emphasizes throughout the importance of measuring conditions that compromise welfare, such as lameness, heat stress, body condition, and bruises during transport. The book combines scientific information with practical recommendations for use on commercial operations and reviews practical information on livestock handling, euthanasia, slaughter, pain relief, and assessments of abnormal behavior.

This book provides experienced and detailed research-based guidance for library professionals charged with creating a comprehensive accessibility plan for their organization. This practical guide is designed to help librarians understand the challenging issues often inherent in the different types of accessibility barriers.

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

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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

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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. "There has been a great deal of emphasis on 'learning styles' within the healthcare education sector, but no recognition or advice on 'teaching styles'. With changes to the ways education is delivered today, teachers need to be able to recognise their teaching style and adapt it to suit the needs of various learner groups and their different settings. This practical and easy-to-read guide adopts a realistic approach to healthcare education. The authors draw on their extensive experience and encourage a student-centred method to teaching styles. The unique self-assessment questionnaire will reveal your preferred teaching style, and the various chapters will help you to diversify. Reflect on, develop and extend your way of teaching to get the most out of the teaching and learning experience. Your Teaching Style is ideal for all healthcare educators across all environments. It also offers enlightening reading for education leaders and

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course coordinators."--PUBLISHER'S WEBSITE.

If you are considering a career in ophthalmology, this book is for you. Ophthalmology is among the most popular and rewarding specialties in medicine. This book is packed full of useful strategies to maximise your chances of securing an ophthalmic specialist training (OST) post in the United Kingdom. Each step of the application process is covered, based on official guidance and the author's first-hand experience. An overview of the OST Person Specification and Multi-Specialty Recruitment Assessment (MSRA) is provided. The Evidence Folder (portfolio) is covered in detail, with targeted strategies for boosting scores across all sections. Interview preparation material is provided for the in-person interview format, including critical appraisal, improving patient care (audit and quality improvement), communication skills and clinical knowledge. Interview preparation material is also provided for the 2021 online interview (patient consultation). Three mock interviews with solutions/guidance are provided for both the in-person and online interview formats. The author also gives a candid account of his own journey in ophthalmic specialist training, plus 'a week in the life of an ophthalmology trainee'. This book is unique in its broad, easy-to-access approach to preparation strategies, theory and practice for aspiring ophthalmologists applying for OST posts in the UK.

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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 Voorthuyzen, 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

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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-he.com/computing>

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A Practical Guide to SysML: The Systems Modeling Language is a comprehensive guide to SysML for systems and software engineers. It provides an advanced and practical resource for modeling systems with SysML. The source describes the modeling language and offers information about employing SysML in transitioning an organization or project to model-based systems engineering. The book also presents various examples to help readers understand the OMG Systems Modeling Professional (OCSMP) Certification Program. The text is organized into four parts. The first part provides an overview of systems engineering. It explains the model-based approach by comparing it with the document-based approach and providing the modeling principles. The overview of SYsML is also discussed. The second part of the book covers a comprehensive description of the language. It discusses the main concepts of model organization, parametrics, blocks, use cases, interactions, requirements, allocations, and profiles. The third part presents examples that illustrate how SysML supports different model-based procedures. The last part discusses how to transition and deploy SysML into an organization or project. It explains the integration of SysML into a systems development environment. Furthermore, it describes the category of data that are exchanged between a SysML tool and

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other types of tools, and the types of exchange mechanisms that can be used. It also covers the criteria that must be considered when selecting a SysML. Software and systems engineers, programmers, IT practitioners, experts, and non-experts will find this book useful. \*The authoritative guide for understanding and applying SysML \*Authored by the foremost experts on the language \*Language description, examples, and quick reference guide included

Using Peer Tutoring to Improve Reading Skills is a very practical guide, offering a straightforward framework and easy-to-implement strategies to help teachers help pupils progress in reading. A succinct introduction, it shows how schools can make positive use of differences between pupils and turn them into effective learning opportunities. Outlining the evidence base supporting peer tutoring approaches, it explores the components of the reading process and explains how peer tutoring in reading can be used with any method of teaching reading. Core topics covered include: Planning and implementing peer tutoring Getting your school on board How to structure effective interaction Training peer tutors and tutees Paired Reading - cross-ability approaches One Book for Two - fostering fluency, reading comprehension, and motivation Reading in Pairs - cross and same-year tutoring Supporting struggling readers Involving families in peer tutoring Evaluation and feedback. Illustrated throughout with practical examples

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from diverse schools across Europe, Using Peer Tutoring to Improve Reading Skills is an essential introduction offering easy-to-use guidelines that will support teachers in primary and secondary schools as they enhance pupil motivation and improve reading standards.

Statistical process control and the use of designed experiments in industry have led to some remarkable successes in recent years. Many of these have been well publicized, as has the contribution of statistical methods to the development of industrial supremacy in the Pacific Rim nations. Nevertheless, statisticians are often heard to bewail the fact that these methods are not so widely used as they might be. The purpose of *The Pocket Statistician* is therefore to provide, in five handy chapters, a practical guide to the use of statistics in industry. Rather than expounding the underlying theory, the authors have provided insight into what methods can do and how they do it; and knowing that the intended readership are busy people the discussions have been kept as concise as possible. A data disk is included in the back so that the analyses can be practiced immediately. 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

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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.

While there are countless books on wireless networks, few actually quantify the key performance-limiting factors of wireless local area networks (WLANs) and describe various methods for improving WLAN performance. Fulfilling these needs, *Improving the Performance of Wireless LANs: A Practical Guide* provides both theoretical background and empirical results for the optimum planning and deployment of high performance WLAN systems in different residential and commercial buildings. Useful to students, faculties, researchers, engineers, and network developers, this must-have book not only explains the fundamentals of WLAN systems, including WLAN features and standards, but also: Supplies

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strategic guidelines for WLAN system design, modeling, and performance evaluation Includes radio propagation and site measurements as well as simulations for various network design scenarios Discusses environmental effects on WLAN performance, protocol redesign for routing and MAC, and traffic distribution Contains numerous illustrations and examples, plus chapter summaries, review questions, reading lists, mini-projects, an extensive glossary, and a list of acronyms Examines emerging and future network technologies, such as next generation Wi-Fi (802.11ac), very high throughput Wi-Fi (802.11ad), wireless mesh networking (802.11s), emergency QoS (802.11u), and vehicle-to-vehicle communications (802.11p) Improving the Performance of Wireless LANs: A Practical Guide makes the teaching, learning, and researching of advanced wireless network design and performance a more active process by using practical tools and exercises to add life to this highly technical subject.

The #1 New York Times bestseller. Over 2 million copies sold! Tiny Changes, Remarkable Results No matter your goals, Atomic Habits offers a proven framework for improving--every day. James Clear, one of the world's leading experts on habit formation, reveals practical strategies that will teach you exactly how to form good habits, break bad ones, and master the tiny behaviors that lead to remarkable results. If you're having trouble changing your habits, the problem

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isn't you. The problem is your system. Bad habits repeat themselves again and again not because you don't want to change, but because you have the wrong system for change. You do not rise to the level of your goals. You fall to the level of your systems. Here, you'll get a proven system that can take you to new heights. Clear is known for his ability to distill complex topics into simple behaviors that can be easily applied to daily life and work. Here, he draws on the most proven ideas from biology, psychology, and neuroscience to create an easy-to-understand guide for making good habits inevitable and bad habits impossible. Along the way, readers will be inspired and entertained with true stories from Olympic gold medalists, award-winning artists, business leaders, life-saving physicians, and star comedians who have used the science of small habits to master their craft and vault to the top of their field. Learn how to: • make time for new habits (even when life gets crazy); • overcome a lack of motivation and willpower; • design your environment to make success easier; • get back on track when you fall off course; ...and much more. Atomic Habits will reshape the way you think about progress and success, and give you the tools and strategies you need to transform your habits--whether you are a team looking to win a championship, an organization hoping to redefine an industry, or simply an individual who wishes to quit smoking, lose weight, reduce stress, or achieve any

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other goal.

Benchmarking is a term used by the DfEE 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.

This superb do-it-yourself and home improvements handbook covers all the information you need about maintaining and improving your house or apartment with complete success, with detailed instructions and helpful hints and tips from expert authors. It shows the beginner the best way to tackle problems and gives practical and helpful advice on floors, walls, ceilings, windows, doors, drains, gutters, roofs, paths and drives, insulation and ventilation.

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With a fresh insight into public health and presenting a unique problem-based approach, this volume examines how improving the wider environment can improve overall health as opposed to relying on the treatment of the symptoms of individual members of society.

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.

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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

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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.

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 process of developing predictive models includes many stages. Most resources focus on the modeling algorithms but neglect other critical aspects of the modeling process. This book describes techniques for finding the best representations of predictors for modeling and for finding the best subset of predictors for improving model performance. A variety of example data sets are used to illustrate the techniques along with R programs for reproducing the results.

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.

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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 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.

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Managing previously unmanaged collections can be challenging. The process of securing the collection and making it accessible needs the mindset of a collections manager as well as the one of a project manager. The target audience are museum professionals with a basic training in collections care that are confronted with collections that are either large in numbers (1000+ artifacts) or stored confusingly, or both. The book is a step-by-step guide how to approach this situation, assuming that there's nothing to start with but a collection that has to be accessioned and the person who is assigned to do it. It is about how to bring order into the chaos, to define what is needed in terms of time, money, staff and material, to spot facility issues and potential dangers, and to use the power of networking to solve an otherwise unsolvable task. Many chapters conclude with "logical exits," the points at which the collection in a condition that allows you to leave it for the next curator to take over. A common issue is that time frames are often so tight that the target of having the collection in good shape at the end of a contract or at a fixed date can't be met. Another common scenario may be that other projects become more important and you have to stop working on the collection, which might sound familiar to many directors of small museums. "Logical exits" are the points you can do this without risking that everything you've done so far or since the last "logical exit" was a waste of time. For contractors those "logical exits" might serve as orientation points when negotiating the work that has to be done on the collection.

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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*

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

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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.

Guide to Practical Use of Chemicals in Refineries and Pipelines delivers a well-rounded collection of content, references, and patents to show all the practical chemical choices available for refinery and pipeline usage, along with their purposes, benefits, and general characteristics. Covering the full spectrum of downstream operations, this reference solves the many problems that engineers and managers currently face, including corrosion, leakage in pipelines, and pretreatment of heavy oil feedstocks, something that is of growing interest with today's unconventional activity. Additional coverage on special refinery additives and justification on why they react the way they do with other chemicals and feedstocks is included, along with a reference list of acronyms and an index of chemicals that will give engineers and managers the opportunity to recognize new chemical solutions that can be used in the downstream industry. Presents tactics practitioners can use to effectively locate and utilize the right

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chemical application specific to their refinery or pipeline operation Includes information on how to safely perform operations with coverage on environmental issues and safety, including waste stream treatment and sulfur removal Helps readers understand the composition and applications of chemicals used in oil and gas refineries and pipelines, along with where they should be applied, and how their structure interacts when mixed at the refinery

The chief people officer at FranklinCovey outlines anecdotal and practical recommendations for how organizations of any size or type can create a competitive advantage by building effective relationships.

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

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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.

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-

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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.

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

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

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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.

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

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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 Guide to Plastics Sustainability: Concept, Solutions, and Implementation is a groundbreaking reference work offering a broad, detailed and highly practical vision of the complex concept of sustainability in plastics. The book's aim is to present a range of potential pathways towards more sustainable plastics parts and products, enabling the reader to further integrate the idea of sustainability into their design process. It begins by introducing the context and concept of sustainability, discussing perceptions, drivers of change, key factors, and environmental issues, before presenting a detailed outline of the current situation with types of plastics, processing, and opportunities for improved sustainability. Subsequent chapters focus on the different possibilities for improved sustainability, offering a step-by-step technical approach to areas including design, properties, renewable plastics, and recycling and re-use. Each of these pillars are supported by data, examples, analysis and best practice guidance. Finally, the latest

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developments and future possibilities are considered. Approaches the idea of sustainability from numerous angles, offering practical solutions to improve sustainability in the development of plastic components and products Explains how sustainability can be applied across plastics design, materials selection, processing, and end of life, all set alongside socioeconomic factors Considers key areas of innovation, such as eco-design, novel opportunities for recycling or re-use, bio-based polymers and new technologies

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