



Measuring, Managing, and Maximizing Performance: What Every Manager Needs to Know about Quality and Productivity to Make Real Improvements in Perform

By Will Kaydos



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Managers, quality professionals and educators tell us this is the best book they've read on quality improvement. It gets to the heart of the subject using easy terms. This book picks up where The Goal leaves off, explains the process of quality and productivity improvement and provides a plan to make it happen. An ideal selection for everyone from front-line supervisors to CEOs.

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