



Improving Performance Through Statistical Thinking

Stuart J. Janis, Janice E. Shade

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The world continues to become increasingly complex and competitive, with change being driven by increasing customer demands for better products and more responsive services. Because of this competition, improvement is critical to survival and progress; often the rate of improvement determines the winners and losers. For those organizations striving to make improvement, "Improving Performance Through Statistical Thinking" presents a clear and practical explanation of statistical thinking without the typical equations and formulas. Not simply a list of tools, this book bridges the gap from concept to application by providing step-by-step guidance on how to get started on problems. Concepts are integrated with basic tools, using the Memory Jogger II. In addition, case histories provide real-world examples for reader to extend their own processes, while they learn how to implement statistical thinking in their organization.

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