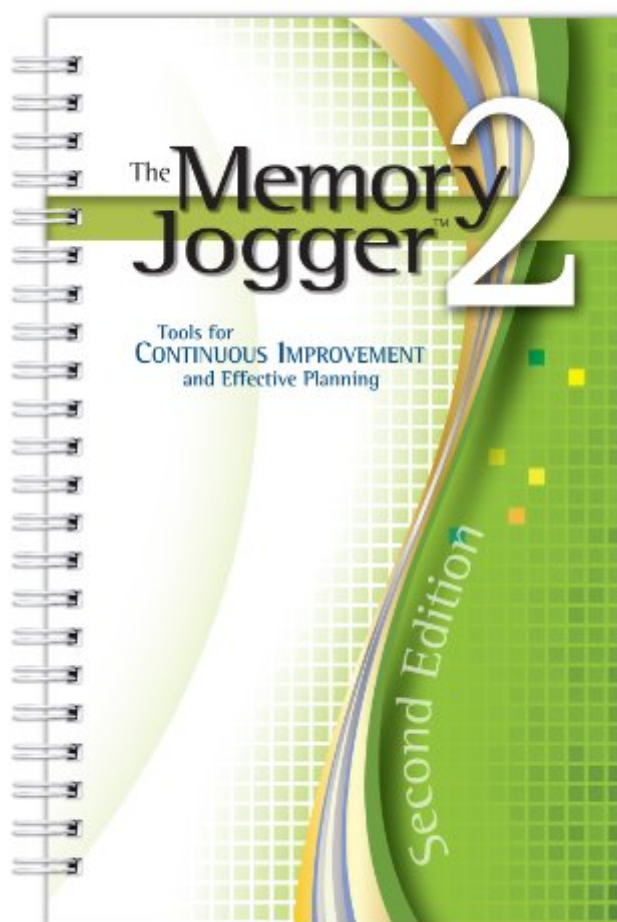


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# The Memory Jogger 2 (Second Edition)



## Synopsis

The Memory Jogger II is now updated to include examples by today's companies succeeding with the tools. We have also included an in-depth case study from an on-line retailer. This Second Edition Pocket Guide uses GOAL/QPC's detailed graphics and easy-to-understand text and icons to describe what the tools are, why they're used, and how to use them. Critical tools are explained using real-life examples from all types of organizations with problems similar to yours, making them easy for everyone to understand and apply. The Memory Jogger 2 (Second Edition) contains all the tools found in the first edition of the Memory Jogger II, plus 50 pages of new charts and detailed diagram samples, a new tool, and a case study. Listed below are a few of the companies that contributed information for new tool examples and illustrations: (listed in order of the company name)- AT&T Technologies- Australian Army- Concord Hospital- Cook Children's Health Plan- Greenville Hospital System- Hewlett-Packard- Holy Spirit Hospital - Marvin Windows and Doors- MI-LIFE- Nevada Power- PC Precision Engineering- Service Nova Scotia- Wesley Spectrum Services- Xerox

Features: 23 Valuable Management and Planning, and Quality Control Tools - New Zing Wear case study (Written by Lisa Boisvert, BCLearning.com Reviewed by David Shields, Wal-Mart Stores, Inc.) - Expert tips - Storyboarding case study of 7-step model - Team guidelines - Tool selector chart, Quick tool finder - Fully indexed for quicker access

Tools:- Activity Network Diagram- Affinity Diagram- Brainstorming- Brainwriting- Cause & Effect/Fishbone- Check Sheets- Control Charts- Data Points- Flowchart - Force Field Analysis- Histograms- Interrelationship Digraph- Matrix Diagram- Multivoting- Pareto Chart- Prioritization Matrices- Problem Solving Model- Process Capability - Radar Chart- Run Chart- Scatter Diagram- Team Guidelines- Tree Diagram- Process Decision- Program Chart- Nominal Group Technique- Zing Wear Case Study --This text refers to an alternate Kindle Edition edition.

## Book Information

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Money > Management & Leadership > Decision-Making & Problem Solving

## Customer Reviews

As a professor who teaches productivity and quality improvement concepts, I have found this book to be a very useful overview of the primary improvement tools available. It is organized well, explains the purpose of each tool, gives detailed instructions for using each tool, and examples to give you ideas of how to apply the concepts. I require all my students to purchase this book as well as other Memory Jogger products for my classes. If you are involved in Lean, Six Sigma, Healthcare, Project Management, or Leading Teams, you might want to check out their other Memory Jogger books that explain additional useful concepts specifically related to your field of expertise as a supplement to the Memory Jogger 2 - goalqpc's foundational guide. These books are written for practitioners - those who want to learn the concepts and apply them within their work environment, often within a team setting. There are leader and facilitator guides available as well for those who want to teach the concepts within a classroom or corporate education setting. The Memory Jogger 2 is a "must have" for those who are responsible for implementing improvements within organizations.

Encompassing and comprehensive - very good reference. Some areas would need further implementation tips.

it's ok for the price, serves its' purpose, though I wouldn't want my team to be using it, since it's too much into "tools", not enough into "behaviors".

This was recommended for one of my graduate classes but I am so glad that it was! This is highly

informative for anyone that is looking for ways to organize their career with easy to follow instructions and ideas to bring these ideas into your personal life as well. Very helpful and I will always keep a copy of this in my desk from now on!

Great Sale - Fast Delivery - Thank You!!

Ever wonder which business tool can help with your business problem? This easy-to-follow guide combines how-to tips, practical knowledge and sensible suggestions. Brainstorming is easier using the tools in the Memory Jogger. You will learn how to summarize the data and why using each tool is necessary. Plus, each chapter focuses on specific steps to guide you. Now you can focus on key problems with tools to help find key solutions.

This excellent and concise resource that I got to know from the ISQua Fellowship program, is an excellent and handy resource for healthcare quality professionals!

This is a good reference to perform quality based problem solving methods for those who have some previous understanding of these methods. I wouldn't recommend this as your only reference. It is not detailed enough to teach these tools. It is perfect to trigger your memory to utilize various quality tools for different situations. It briefly walks the reader through in the most simple basic way. I keep it in my top drawer of my desk!

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