

# The Improvement Guide: A Practical Approach to Enhancing Organizational Performance

Gerald J. Langley, Thomas W. Nolan, Lloyd P. Provost, Kevin M. Nolan, Clifford L. Norman



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**The Improvement Guide: A Practical Approach to Enhancing Organizational Performance** Gerald J. Langley, Thomas W. Nolan, Lloyd P. Provost, Kevin M. Nolan, Clifford L. Norman This guide offers an integrated approach to process improvement that delivers quick and substantial results in quality and productivity in diverse settings.

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