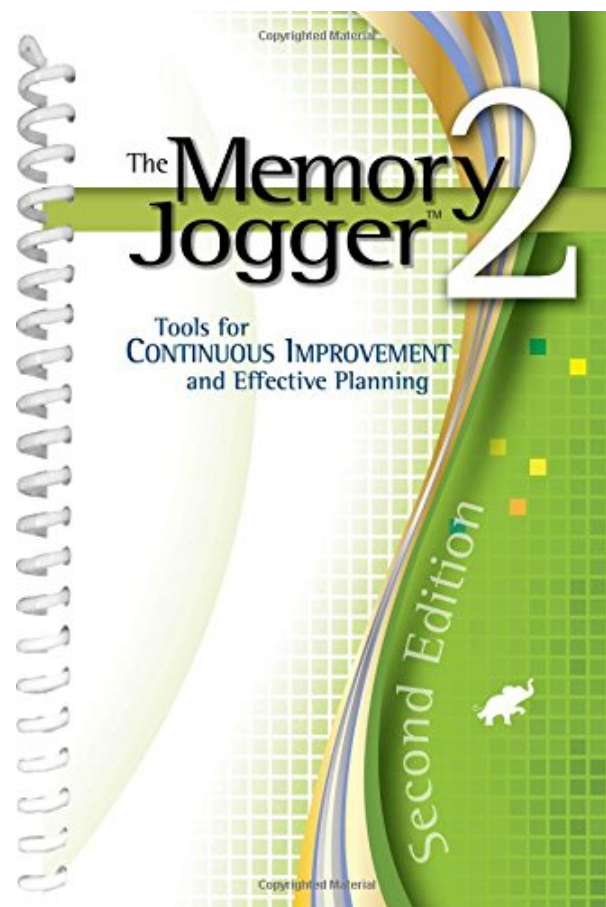
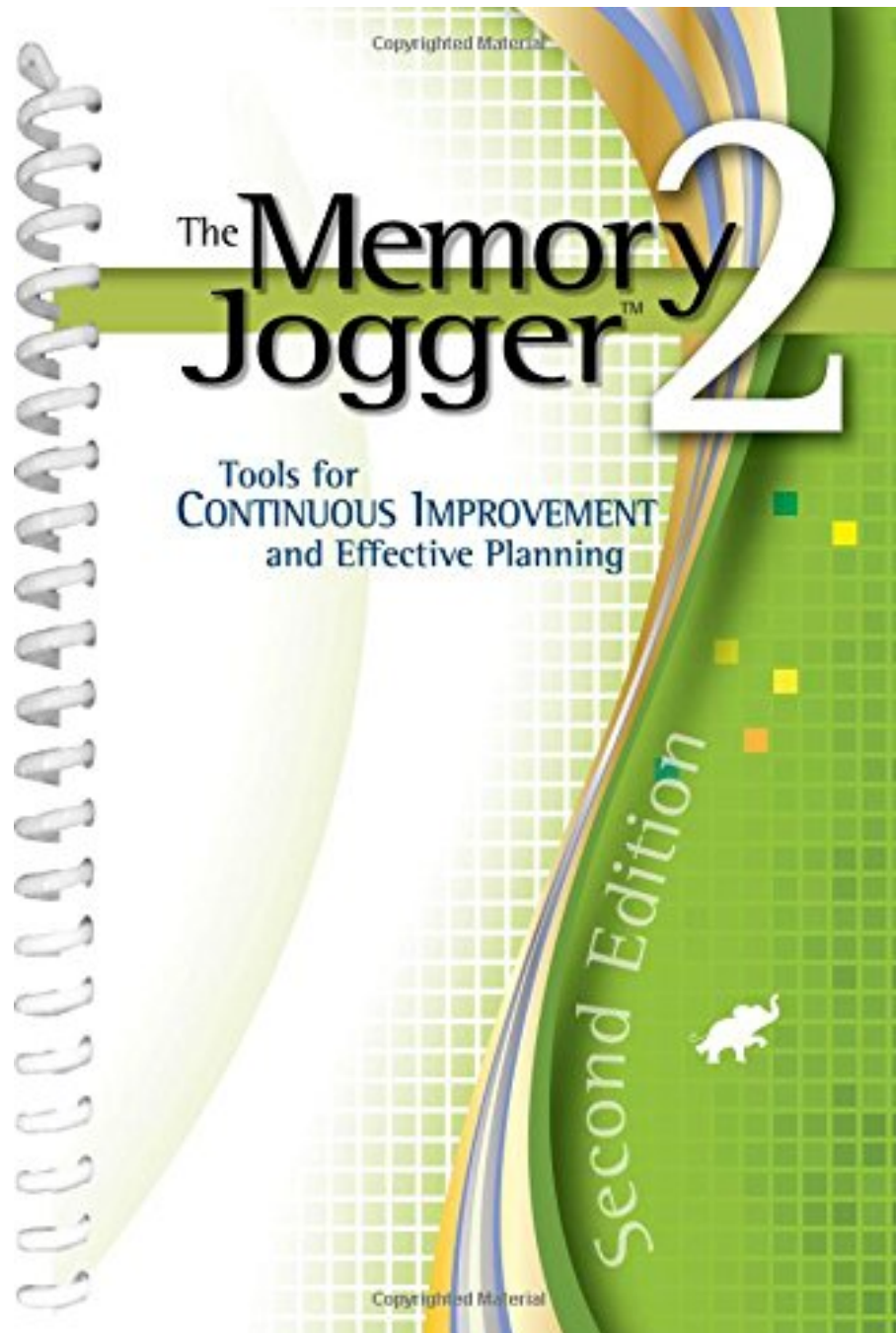


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Review

A management book that's meant to be USED!!!

This review is from the first edition of: The Memory Jogger II: A Pocket Guide of Tools for Continuous Improvement and Effective Planning

This little book omits all the BS and jargon of textbooks and compresses the actual TOOLS for planning, process improvement, and quality control into just the information that you need to select and implement the appropriate management tools. Keep it in a desk drawer where it's handy to use, instead of on a bookshelf! I bought it for a class (in Project Management), but I USE it at work!

It is NOT a book that will give you all the theory behind the methods, nor the history of how they were developed and have evolved. It SIMPLY (and that's the beauty of it) describes when, why, and how to use the variety of tools, and gives very helpful examples showing them in action.

This ... book is worth more to me than most of my \$100 textbooks combined - and it's one I'll keep and not resell. --By MagicSkip (Marriottsville, MD)

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This 2016 version of the 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.

- Sales Rank: #31307 in Books
- Brand: Brand: Goal/QPC
- Published on: 2016-06-01
- Original language: English
- Number of items: 1
- Dimensions: 5.50" h x .50" w x 3.70" l, .30 pounds
- Binding: Spiral-bound
- 214 pages

Features

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Most helpful customer reviews

9 of 11 people found the following review helpful.

An Excellent How to Do It Right Now Continuous Improvement Guide!!!!

By Jeffrey W. Jones

Let me tell you what the Memnory Jogger 2 is not. It is not a theoretical guide. It is not a teaching tool. It is a

how to make a process improvement right now guide. Earlier I wrote a review of the Problem Solving Memory Jogger 2 and mentioned that both of these books need to be purchased at the same time. The Problem Solving Memory Jogger 2nd Edition Here is how it works: The Problem Solving Memory Jogger gives you a process to solve problems which are defined as "...a gap between the current performance level of a process, product or service and the desired performance level..." and the tools to solve those problems. The Memory Jogger 2 gives you a deep dive on the specific problem solving tools.

I gave a copy of each of these books to everyone on my team. When we had meetings to solve various problems we used the books. When I say used the books I mean I would say things like "we need to do a cause and effect matrix everyone turn to page...". Doing this allowed me to close the skill gap between the people on my teams who were six sigma trained or certified.

Who should buy these books right now: Anyone that has a gap to close (don't we all have that); Suppliers to Corporate America whose performance is being measured by a scorecard and a deficiency was identified; Leaders who have a gap in their strategic plan; People who are working with total quality management people who are just horrible at explaining things etc. I hate to admit in some times quality professionals love talking about their tools more than they do in simply showing someone how to use the tools to solve problems. These two books solve all of those problems by putting the user - you - in a position of knowledge.

Here is the bottom line: Whatever quality management process you are introduced to like Six Sigma, Plan/Do/Check/Act, Plan/Do/Study/Act, A3, or whatever else it is called they all require mastery of the 14 core tools which are covered in "The Memory Jogger 2" and the plan to use them which is covered in the "The Problem Solving Memory Jogger 2nd Edition.

I have paper versions and Kindle versions so that I am never without them.

Buy them and boldly go fix a process, improve a process or create a brand new process!

3 of 3 people found the following review helpful.

Most concise useful improvement tool I've found

By B. Miller

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.

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quite pleased with it

By Nigel

Just remembered what purchased, quite pleased with it.

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