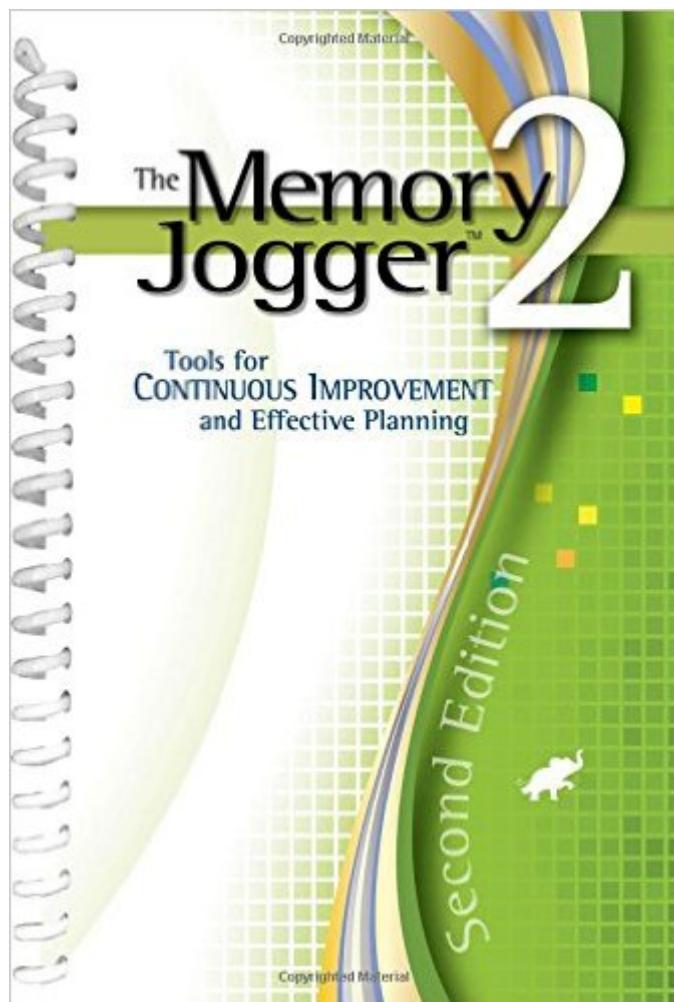


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# The Memory Jogger 2: Tools For Continuous Improvement And Effective Planning



## **Synopsis**

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.

## **Book Information**

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## **Customer Reviews**

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 EditionHere 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.

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