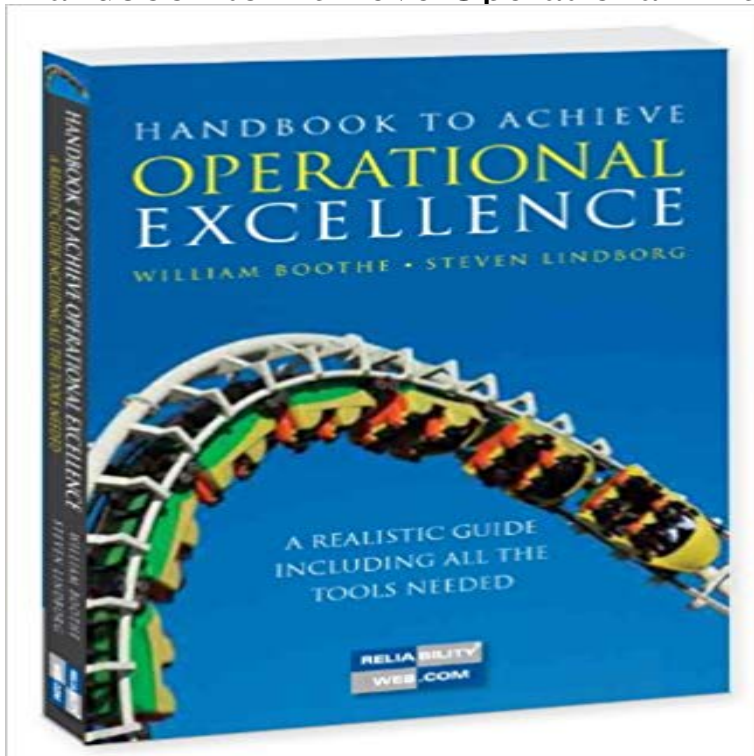


# Handbook to Achieve Operational Excellence



This book is for anyone who wonders how top performing organizations make it happen. As we seek answers we typically read textbooks on the subject. This is not a textbook. It is a how to do it manual. By adopting the processes explained and illustrated, even you can create an organization that excels. Whether you are a CEO, an executive at any level, or even a supervisor or foreman, you will easily understand how to improve your present performance. More than thirty years experience doing exactly what is described in this book, your authors have helped numerous profit and non-profit organizations move toward excellence. In this book, we are sharing our experience process with you.

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