



Performance Improvement : Making it Happen, Second Edition

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While organizations differ from each other, they are also alike in many ways. Regardless of whether they are large or small, not-for-profit or profit driven, these organizations usually face similar challenges, problems, and opportunities pertaining to performance. Based on the experiences of over 300 organizations, *Performance Improvement: Making it Happen, Second Edition* details an effective step-by-step approach toward improving organizational performance. It combines state-of-the-art knowledge and techniques in organizational development with many actual cases and experiences. The book is organized into three parts that are targeted at gaining the most from organizational performance: Getting It Started, Taking Action, and Making It Permanent. This second edition features real-world examples dealing with issues representative of those found in a variety of industries and the concepts and methods of improvement used. The final part provides readers with a plan for integrating many of the performance improvement interventions and programs previously discussed into an overall approach for making improvements successful and continuous. This final section also features three very different organizations that have used many of the performance improvement programs discussed in the book. Their measured progress in performance is highlighted.

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