



The Memory Jogger 2: Tools for Continuous Improvement and Effective Planning

Michael Brassard, Diane Ritter

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This 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.



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