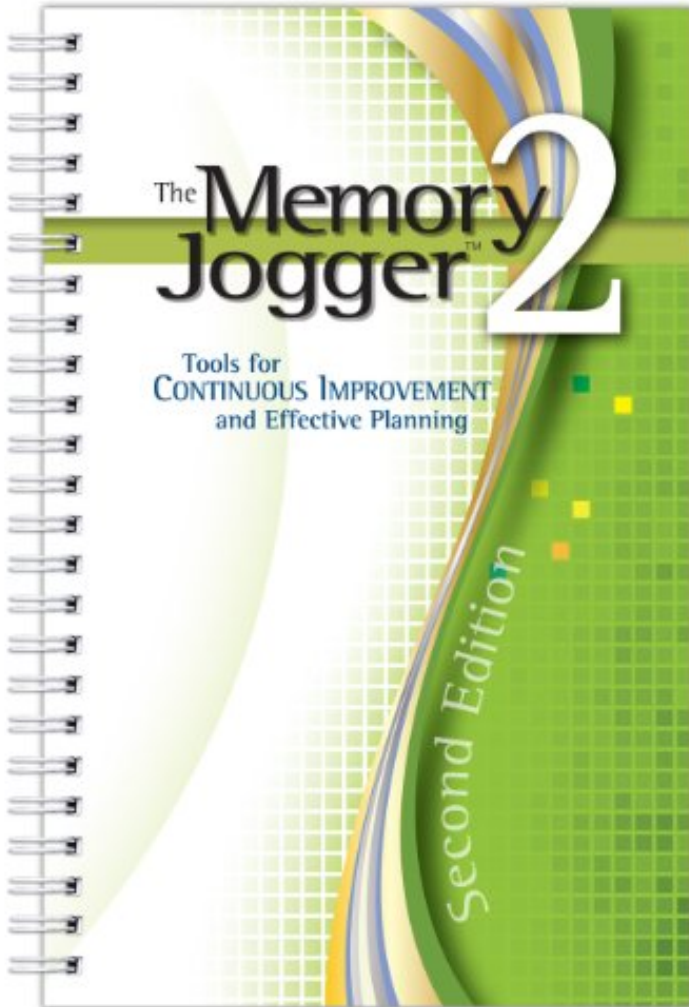


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# The Memory Jogger 2 (Second Edition) (English Edition)



*Par Micahael Brassard, Diane Ritter*  
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## Description :

Prsentation de l'diteurThe Memory Jogger II is now updated to include examples by todays companies succeeding with the tools. We have also included an in-depth case study from an on-line retailer.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.Listed below are a few of the companies that contributed information for new tool examples and illustrations: (listed in order of the company name)- ATT Technologies- Australian Army- Concord

Hospital- Cook Childrens Health Plan- Greenville Hospital System- Hewlett-Packard- Holy Spirit Hospital - Marvin Windows and Doors- MI-LIFE- Nevada Power- PC Precision Engineering- Service Nova Scotia- Wesley Spectrum Services- Xerox

Features: 23 Valuable Management and Planning, and Quality Control Tools - New Zing Wear case study (Written by Lisa Boisvert, BCLearning.com ed by David Shields, Wal-Mart Stores, Inc.) - Expert tips - Storyboarding case study of 7-step model - Team guidelines - Tool selector chart, Quick tool finder - Fully indexed for quicker access

Tools:- Activity Network Diagram- Affinity Diagram- Brainstorming- Brainwriting- Cause Effect/Fishbone- Check Sheets- Control Charts- Data Points- Flowchart - Force Field Analysis- Histograms- Interrelationship Digraph- Matrix Diagram- Multivoting- Pareto Chart- Prioritization Matrices- Problem Solving Model- Process Capability - Radar Chart- Run Chart- Scatter Diagram- Team Guidelines- Tree Diagram- Process Decision- Program Chart- Nominal Group Technique- Zing Wear Case Study

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