



*UNDERSTANDING
VARIATION*

*THE KEY TO
MANAGING
CHAOS*

DONALD J. WHEELER

Understanding Variation The Key To Managing Chaos

**Australasian Institute of Mining and
Metallurgy. Conference, Australasian
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Understanding Variation The Key To Managing Chaos:

Understanding Variation Donald J. Wheeler, 2000 *Measures of Success* Mark Graban, 2019-03-11 A 260 page full color book that will help you STOP REACTING TO NOISE START RESPONDING TO SIGNALS Measures of Success shows business leaders how A PRACTICAL GUIDE FOR HOW TO MANAGE YOUR METRICS Organizations depend on metrics for their business Question is are they helping people do the right things Or encouraging them to overreact to every uptick downturn and change In other words reacting to noise Noise is present in every metric But it s our reaction to noise that causes waste and stress Too often people don t recognize this Like feeling stuck on a rollercoaster you no longer enjoy We do and explain things that don t help us improve At the cost of doing things that do No need to be jittery about every change in a metric Not by a long shot Measures of Success shows a better way to chart and manage your metrics in any organization or setting For your business processes and activities you need to know what s working what s not and what to change And why Then you can determine what to stop doing what to start doing what to keep doing So you can Jump off the metrics rollercoaster by responding to signals Systematically Sustainably Learn how to identify meaningful signals in a metric To respond just right Or perhaps not at all You ll learn how with methods easy to understand making it obvious what activities to do next Loads of vivid stories and clear examples from healthcare software companies and more With compelling case studies from the news and personal lives too What gets measured gets managed We ve all heard that But did you ever learn how to manage a metric This ain t about gaming the system or fudging the numbers This is about delivering real value understood by everyone and proven with data Learn a better way to manage your measures WHO IS MEASURES OF SUCCESS FOR EXECUTIVES AND LEADERS in healthcare manufacturing and services Who know what to measure and are now ready to learn how to manage those measurements And WILLING TO Challenge and change the way things are done today Motivate workers to think and do them better tomorrow Coach people versus telling them what to do Be responsible for results not hold others accountable Encourage people to collaborate not compete Help people sleep better at night because they re improving their work during the day TO BE CLEAR Measures of Success is not for leaders who d rather give orders Then blame others when things go south That whole hit the target or else thing won t create real change nor real value But that ain t you right AFTER READING MEASURES OF SUCCESS you ll be able to answer three critical questions for your business Are we achieving our target And how often Occasionally Consistently Are we improving And can we predict our future performance How do we improve And when do we react When do we ignore When do we improve AND HOW CAN WE PROVE WE RE IMPROVING How would you feel if you could answer these questions for your business Measures of Success shows you how PROCESS BEHAVIOR CHARTS This book teaches you a proven method for filtering out noise so we can identify signals This means we waste less time chasing our tail and more time responding to signals that really matter heading off small problems before they become big or showing that we ve boosted performance in significant and sustainable

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The Joint Commission Journal on Quality Improvement ,1995

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