



Improving through benchmarking: a practical guide to achieving peak process performance

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Author: [Chang, Richard Y](#)
[Kelly, P. Keith](#)

Place: Irvine CA

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Physical Description: vii, 106 p. : ill.

Format: Book

Subject: [Benchmarking](#)
[Quality Improvement](#)
[CQI](#)

Series: Quality improvement series

ISBN: 1883553083

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Location: RIH Library

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Satisfying internal customers first!: a practical guide for improving internal and external customer satisfaction

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Author: [Chang, Richard Y](#)
[Kelly, P. Keith](#)

Place: Irvine CA

Publisher: Richard Chang Associates

Pub Date: 1994

Physical Description: vii, 104 p. : ill.

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Subject: [Personnel Management](#)
[Job Satisfaction](#)
[Customer services](#)
[Consumer satisfaction](#)
[Quality Improvement](#)
[CQI](#)

Series: Quality improvement series

ISBN: 1883553040

Call No.: HF 5549.5 C456 1994

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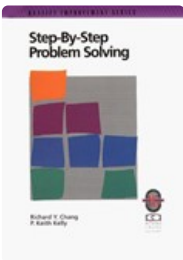
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Team decision-making techniques: a practical guide to successful team outcomes

<https://iha.andornot.com/permalink/library13775>

Author: Kelly, P. Keith
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Physical Description: 107 p.
Format: Book
Subject: Teams in the workplace
Decision Making
Series: High Performance Team Series
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Step-by-step problem solving: a practical guide to ensure problems get (and stay) solved

<https://iha.andornot.com/permalink/library13769>

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Kelly, P. Keith
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Publisher: Richard Chang Associates
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Physical Description: vii, 106 p. : ill.
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