

## 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

Publisher: Richard Chang Associates

Pub Date: 1994

Physical Description: vii, 106 p. : ill.

Format: Book

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

Series: Quality improvement series

ISBN: 1883553083

Call No.: HD 62.15 C456 1994

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

<https://iha.andornot.com/permalink/library13768>

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

Place: Irvine CA

Publisher: Richard Chang Associates

Pub Date: 1994

Physical Description: vii, 104 p. : ill.

Format: Book

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

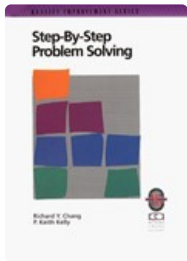
Series: Quality improvement series

ISBN: 1883553040

Call No.: HF 5549.5 C456 1994

Location: RIH Library

Loan Policy: 21 days



## Step-by-step problem solving: a practical guide to ensure problems get (and stay) solved

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

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

Place: Irvine CA

Publisher: Richard Chang Associates

Pub Date: 1993

Physical Description: vii, 106 p. : ill.

Format: Book

Subject: [Problem Solving](#)  
[Quality Improvement](#)  
[CQI](#)

Series: Quality improvement series

ISBN: 1883553113

Call No.: HD 30.29 C456 1993

Location: RIH Library

Loan Policy: 21 days