



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

<https://iha.andornot.com/permalink/library13771>

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

Location: RIH Library

Loan Policy: 21 days



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](#)
[Quality Improvement](#)
[CQI](#)

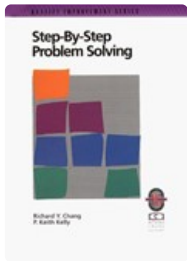
Series: Quality improvement series

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