



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

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

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

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

Series: Quality improvement series

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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](#)

Place: Irvine, CA

Publisher: Richard Chang Associates

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Format: Book

Subject: [Teams in the workplace](#)  
[Decision Making](#)

Series: High Performance Team Series

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Location: RIH Library

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

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[Kelly, P. Keith](#)

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