



Utilizing the 3Ms of Process Improvement: A Step-by-Step Guide to Better Outcomes Leading to Performance Excellence

Richard Morrow

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Why is it that some improvement efforts succeed while others fail despite robust change management programs and the often do-or-die pressure to improve? Quite simply, there are three elements that separate those that succeed from those that fail. They are the 3Ms—Measure, Manage to Measure, and Make-it-Easy.

Complete with forms, templates, and case studies from the aviation and manufacturing industries, **Utilizing the 3Ms of Process Improvement** supplies step-by-step guidance on how to use the 3Ms to achieve performance excellence that lasts. Suitable for a wide audience—including suppliers, manufacturers, and those who work in service organizations, schools, healthcare, and government—it is as much about the science of process improvement as it is about how to lead process improvement utilizing the 3Ms.

Illustrating applications of the 3Ms across a range of industries, the book weaves stories throughout about role models who have succeeded, as well as those who have failed. It identifies the specific elements that were missing or defective in the failed attempts to provide a clear understanding of how the three elements work together. Arming you with a culture change method based on changing behaviors, it provides a leadership and management guide to achieving your objectives.

The 3Ms have worked for Ben Franklin, Abraham Lincoln, and the author's teams across the globe. Now, with this book, you can put the power of the 3Ms to work for you in your quest towards improving processes and reducing costs.

The author encourages reader interaction and feedback on his website: www.rpmexec.com. He also provides

you with access to the forms and templates described in the book.

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