

# THE ROAD TO EXCELLENCE

## TOOLS & METHODS FOR CONTINUOUS IMPROVEMENT

Version 10.3

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This manual is prepared to assist Associates, managers, and executives understand and apply the concepts and tools of Continuous Improvement. It should be used in conjunction with classroom training. Follow up by the supervisor is required to apply the concepts in the workplace.

**ACKNOWLEDGEMENT:** This workbook is the collective effort of many people. From the point in time that we began this effort, to the final product, changes and improvements were continuously made. Some changes were a result of suggestions from our staff, some resulted from newly developed tools or models, and some from suggestions made by clients. Together we have pooled our talents to offer you this manual, a building block in the continuous journey toward excellence.

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