



# The Improvement Guide: A Practical Approach to Enhancing Organizational Performance

*Gerald J. Langley, Ronald D. Moen, Kevin M. Nolan, Thomas W. Nolan, Clifford L. Norman, Lloyd P.  
Provost*

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**The Improvement Guide: A Practical Approach to Enhancing Organizational Performance** Gerald J. Langley, Ronald D. Moen, Kevin M. Nolan, Thomas W. Nolan, Clifford L. Norman, Lloyd P. Provost  
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