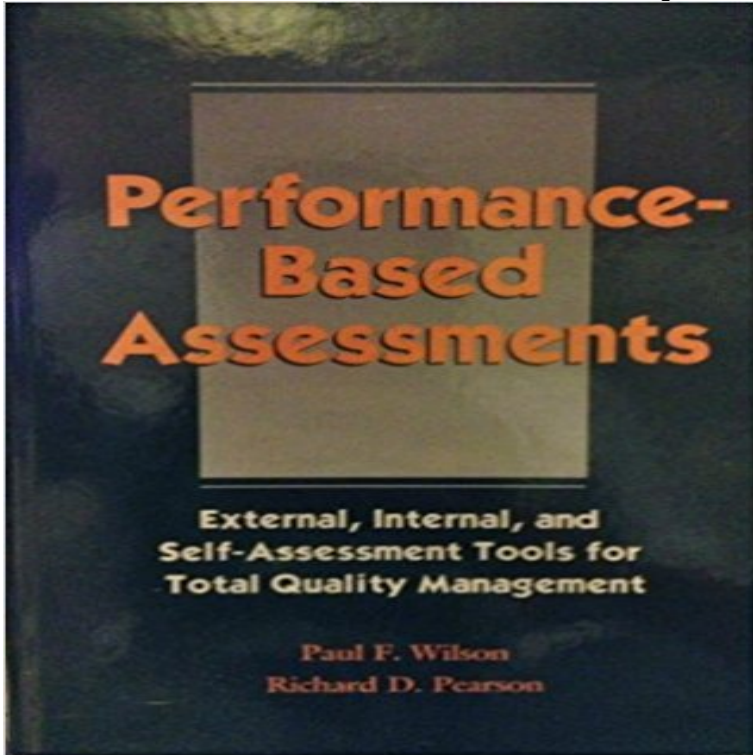


# Performance-Based Assessments: External, Internal, and Self-Assessment Tools for Total Quality Management



This book introduces a proactive management paradigm for organizational success. You'll receive practical advice and specific direction on a vital aspect of any quality management program - the assessment of organizational performance. Measuring a company's performance provides individuals and organizations with an essential tool to reach and maintain excellence, and to implement continual improvement strategies. Performance-Based Assessments examines the role of performance assessments in analyzing the results of an organization's activities and operations. Authors Paul F. Wilson and Richard D. Pearson stress the importance of learning how continual assessment can be used to help identify effective performance and opportunities for improvement. This book will teach you how performance assessments result in realistic and meaningful improvements; the concepts of performance-based and effectiveness evaluations; how to develop an appropriate mix of external, internal, and self assessments to measure the success of your programs; an entire how-to approach to performance assessment, from measurement and evaluation, analysis, through effectiveness follow-up; that the use of performance assessment is a requirement in developing and implementing any viable productivity and quality improvement program; and to create win-win results for your organization by using performance-based assessments. A wide variety of figures and

examples effectively illustrates the many benefits of performance assessments, to make it easy for organizations from different environments to readily apply the methods described in this book. Performance-Based Assessments is an ideal guide for any individual responsible for organizing and evaluating a quality effort to obtain a sense and measure of individual, group, and organizational performance.

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