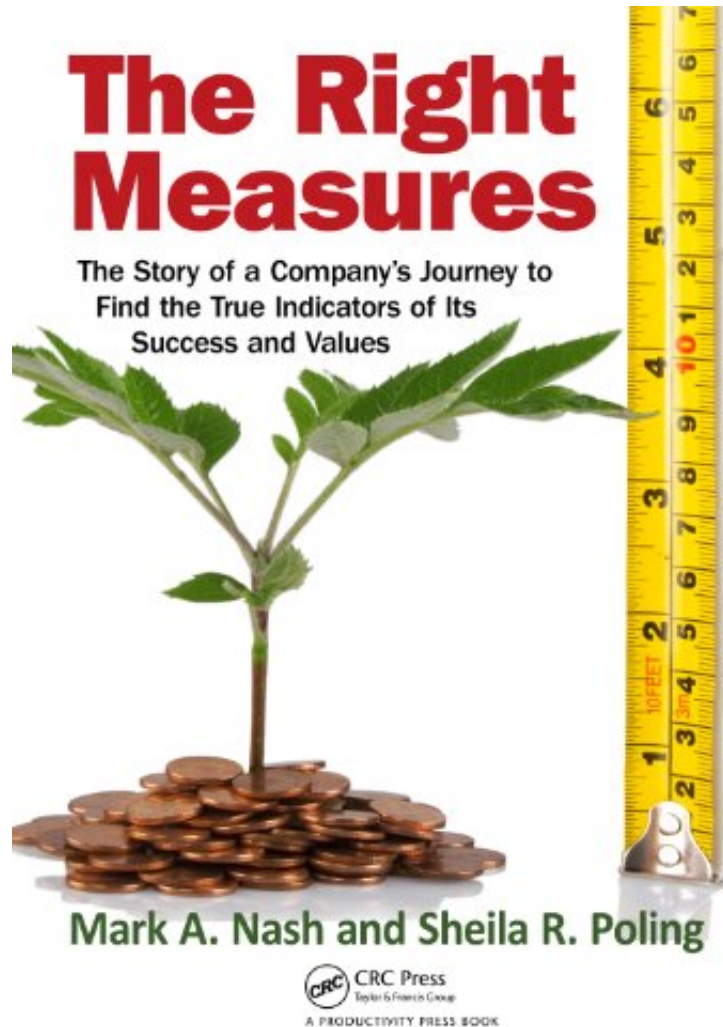


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## The Right Measures: The Story of a Company's Journey to Find the True Indicators of Its Success and Values (Routledge Companions in Business, Management, and Accounting)

Mark A. Nash, Sheila R. Poling

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Mark A. Nash, Sheila R. Poling : The Right Measures: The Story of a Company's Journey to Find the True Indicators of Its Success and Values (Routledge Companions in Business, Management, and Accounting) before purchasing it in order to gauge whether or not it would be worth my time, and all praised The Right Measures: The Story of a Company's Journey to Find the True Indicators of Its Success and Values (Routledge Companions in Business, Management, and Accounting):

0 of 0 people found the following review helpful. InspiringBy MatthewThe story told inspires you to look at your company culture In another way. The book discusses the common overuse of too many metrics seen in companies today. Instead find a few KPIs that are easy to understand.

Organizational measures are the foundational building blocks that shape an organization's vision and action. All too often however, these measures do not receive the attention they deserve. In addition, it is common for organizations to overact and measure too much, resulting in the same results as when you don't measure at all—a lack of understanding, focus, and direction. *The Right Measures: The Story of a Company's Journey to Find the True Indicators of Its Success and Values* uses a compelling story to explain how using the right measures can make all the difference between success and failure in your organization. It follows the story of two companies—one that measures in great detail, yet its overall goals and objectives are not being achieved. While the other uses a much simpler, yet effective measurement structure that integrates cultural acceptance, individual performance, and team performance with key performance indicators (KPIs). Defines organizational measures and explains why companies use them Explains what different companies measure and how those measurements reflect organizational values Supplies the tools to make measurement a focus in your organization Illustrating how measures can impact employee behavior, bottom-line profitability, and customer satisfaction, this fast-paced business novel provides the understanding required to select the appropriate measures for your organization—measures that will motivate and guide your employees along the path to success. Using real-world examples, it supplies time-tested insights to help you establish the foundational structure needed to succeed in today's increasingly competitive global business environment. A website dedicated solely to the book can be found at: <http://www.therightmeasures.com/>

About the Author Mark A. Nash is Operations Manager for Pelco Products, Inc. He has over 25 years of process improvement experience, both as an internal and external consultant/engineer, in manufacturing, distribution, government, and healthcare. This diversified background allows Nash to work outside the box looking for process solutions many people cannot visualize. A multi-skilled Six Sigma Black Belt, Nash is also a certified NIST/MEP Lean Master trainer, having partnered with the Oklahoma Manufacturing Alliance to provide Lean manufacturing training throughout the state of Oklahoma. Nash has facilitated more than 400 Lean workshops and has facilitated kaizen events for more than 50 organizations worldwide. He is a Senior member of the American Society for Quality, and is a Senior member of the Institute of Industrial Engineers. During his time at Pelco Products, the company has been recognized numerous times for their Lean efforts including Quality Magazine's presentation of the 2010 Quality Plant of the Year Award, and being named a 2011 Lean Best Practice Finalist by the Institute of Industrial Engineers. Prior to joining the Pelco team, Nash served as a managing director for an international process engineering firm. Nash was a member of Iomega Corporation's process improvement team, which was named a finalist in the large manufacturer category of the 2000 RIT/USA Today Quality Cup competition. He has presented at numerous conferences around the world including the ASQ Six Sigma, IIE Lean Management Solutions, American Association for Clinical Chemistry, Frontiers in Laboratory Medicine, Association for Manufacturing Excellence and Lab Quality Confab. Additionally, Nash served as an advisor to the University of Central Oklahoma's Center for Strategic Improvement. Nash is a contributing columnist to Quality Magazine, and has been published in IE Industrial Engineer magazine and The Bulletin of the Royal College of Pathologists (United Kingdom). He is a coauthor of the 2006 Productivity Press book, *Using Lean for Faster Six Sigma Results: A Synchronized Approach*, and is a coauthor of the 2008 Productivity Press book, *Mapping the Total Value Stream: A Comprehensive Guide to Production and Transactional Processes*. Sheila R. Poling is a Managing Partner and Owner of Pinnacle Partners, Inc. With more than 25 years' experience in the quality and productivity industry, she previously served as vice president of two nationally recognized consulting/training firms and a book publishing firm. Her management responsibilities have included managing over 35 consultants and administrative staff. Poling's broad professional experience includes work in operations management, product, training materials and seminar development, marketing and sales, client interface, and customer satisfaction initiatives focused on business excellence with an emphasis on leadership and quality. A prolific writer, Poling has coauthored several books, including the internationally recognized *Customer Focused Quality*, a book on customer satisfaction and service, and *Building Continual Improvement: SPC for the Service Industry and Administrative Areas*. She has served as a primary editor for a featured monthly column in Quality magazine and is coauthor of *Brain Teasers: Real-World Challenges to Build Your Manufacturing Skills*, published by Quality. McGraw-Hill's *The Manufacturing Engineering Handbook*, released in 2004, features her chapter on "Six Sigma and Lean Implementation." She is a contributing columnist to Quality Magazine and is coauthor of the 2006 Productivity Press release, *Using Lean for Faster Six Sigma Results: A Synchronized Approach*, and the 2008 Productivity Press release, *Mapping the Total Value Stream: A Comprehensive Guide for Production and Transactional Processes*. Poling has also coauthored several work manuals, including "Perfecting Continual Improvement Skills" and "Strategy-Driven Six Sigma: A Champion Overview." In addition, she has helped design

multiple course offerings focused on leadership training, organizational and operations excellence, Six Sigma, Lean, and statistical process control. She is currently serving on the American Society for Quality's Six Sigma Committee and on the Innovation Research Committee. Poling holds a degree in Business Administration from the University of Tennessee and is a Fellow of the American Society for Quality as well as a member of the American Marketing Association and American Management Association. She has also had the privilege to study and work closely with many distinguished industry leaders, including W. Edwards Deming.