



Order books anytime

On line @ www.transformationforum.org and pay by credit card via **PayPal**

Fax or call with your order. We're happy to ship the same day if there is time.

Post your order form with your payment and we'll do our best to ship by return.

Watch our website www.transformationforum.org

for new books, products, DVDs, CDs, A5 booklets and information. You can download a pdf of our latest brochure and price list directly at any time

Have you read/learned something that other systems thinkers would appreciate?

Let us know by Email at office@transformationforum.org

or call us on **+44 (0) 1252 402323**



The Transformation Forum

The Court House

Woburn Street

Amphill

UK, MK45 2HX

Tel +44 (0) 1252 402323

Fax +44 (0) 1252 300309

Email office@transformationforum.org

www.transformationforum.org

V10 March 2011



The Learning Store & Library

Catalogue

March 2011

Order books all year round!
www.transformationforum.org



The Deming Dimension - Henry Neave

This book is the most comprehensive and up-to-date book written about W. Edwards Deming. Its author, Professor Henry Neave, was a close friend and colleague of Deming, and they worked together to ensure a book which clearly explains the philosophy and principles developed by Deming over a period of more than half a century.



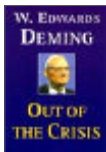
Statistics Tables - For Mathematicians, Engineers, Economists and the Behavioural Management Sciences, 2nd Edition - Henry Neave

For three decades, Henry Neave's Statistics Tables has been the gold standard for all students taking an introductory statistical methods course as part of their wider degree in a host of disciplines including mathematics, economics, business and management, geography and psychology. The period has seen a large increase in the level of mathematics and statistics required to achieve these qualifications and Statistics Tables has helped several generations of students meet their goals.



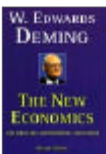
Elementary Statistics Tables, 2nd Edition—Henry Neave

This book, designed for students taking a basic introductory course in statistical analysis, is far more than just a book of tables. Each table is accompanied by a careful but concise explanation and useful worked examples. Requiring little mathematical background, Elementary Statistics Tables is thus not just a reference book but a positive and user-friendly teaching and learning aid.



Out of the Crisis - W Edwards Deming

This book is the definitive work by W. Edwards Deming, who is often regarded as the "American Prophet of Quality." It explains, with numerous examples, his view of how American management has functioned in the past and what changes must be made in order to bring about success in the future. Deming then shows managers of every level how they can improve quality and productivity, thereby regaining world-class competitive position through the use of his well-known "14 Points for Management."



The New Economics - W Edwards Deming

In his last book, Dr. Deming explained the "System of Profound Knowledge" that he developed to enable business to make the necessary transformation for success in today's world. Deming also shared his thoughts on Leadership, Management, Variation, Shewhart's Charts, and other topics. This book was completed shortly before his death in 1993 and is a valuable reference for all quality professionals.



The World of W. Edwards Deming - Cecelia S Kilian

This is the only biography authorised and contributed to by Dr Deming. Cecelia Kilian was his assistant for 39 years, and he gave her access to important papers that are available nowhere else. These include a proposed Code of Ethics for Statisticians, Notes on Quality Care in Medicine, the now historic "Lecture to Top Managers in Japan in 1950," and a summary of his teaching to the Japanese. The book contains many photographs and illustrations, including one of Deming's own scrapbooks of the trip to Japan during which he received the Second Order of the Sacred Treasure...the highest award Japan can bestow on a foreigner.



Understanding Variation. Key to Managing Chaos - Donald J Wheeler

Readers report that this book has changed both the way they look at data and the very form of their monthly reports. It has turned arguments about the numbers into a common understanding of what needs to be done about them. These techniques and benefits have been thoroughly proven in a wide variety of settings. Read this book and use the techniques to gain the benefits for yourself and your organisation.



Making Sense of Data - Donald J Wheeler

More than just teaching how to create process behaviour charts, this book shows you how to build a framework for understanding and using your data effectively. You will learn where to start, what to measure, how to measure it, and how to understand the measurements—all the ways to effectively use your business information



Range Based Analysis - Donald J Wheeler

This new book provides a completely new approach to creating ANOM charts. Using new tables of exact critical values this book reduces the calculation of the ANOM limits to the same level of simplicity found with Average and Range Charts. By combining the ease of computation enjoyed by the Average Chart with the ability to fine tune the analysis which you need with experimental data, this book is a breakthrough for practitioners. Tables, explanations, and examples are provided for the Analysis of Means, the Analysis of Ranges, the Analysis of Main Effects, and the Analysis of Mean Ranges.

WinChart® Discovery

WinChart® Discovery has the main features of WinChart Professional® – but at more than half the price!

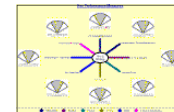
The following are the features that are disabled in the Discovery Edition:

- Reference lines
- Trending control limits
- Viewing Charts Together or Superimposed
- Web Builder
- MicroCharts
- All non-diagnosis Add-ons
- Manual Control Limits
- Bar charts and Histograms
- Tolerances and Capability options
- Scatter plot

Performance Dashboard® from WinChart®

Performance Insight is one thing. Communicating the insight is another.

The Performance Dashboard is a vital ingredient of THE leading edge performance insight, communication and improvement method.



The Performance Dashboard allows you to keep an eye on all your performance measures, some of which are aggregates of many performance measures. Instead of reviewing a mountain of performance data each month to view the status at a snapshot, The Performance Dashboard allows you to gain an insight into the longer term view with control limits (using control charts) to aid the decision process.

The Performance Dashboard can display performance measures either in a circular format (see picture) or in a tiled format, grouped into a maximum of 6 business objective groups, on one screen.

Each dial indicates the latest value in a performance measure, with the grey zone denoting the area of the control limits. This means that the process is in control if the arrow falls within the grey zone.

Below the dial there are 8 (or more) triangles representing the status of the 8 most recent values in the performance measure. Any triangles with solid red or green colour represent values below or above the control limits respectively; while any triangles with just red or green outline represent values below or above the mean, but still within the control limit.

The Performance Dashboard is fully integrated with WinChart, and clicking on the dial will open up the corresponding control chart in WinChart.



Vanguard DVDs and Audio CDs



Re - Inventing Management (Audio CD)

John Seddon addresses an audience of public sector managers on a better way of managing. Run time 45mins.



John Seddon speaks for Call Northwest - June 2006 (DVD)

Call centres are, arguably, the simplest organisational systems. It is easy to illustrate how 'command-and-control' thinking causes sub-optimisation of performance – worse service at high costs and low employee morale. Run time 1hr 30mins.



Freedom From Command & Control (DVD)

In October 2005 John Seddon presented two groundbreaking events - in London and Edinburgh - featuring leading client practitioners of the Vanguard Method - the Toyota System for service organisations. Run time 3hr 40mins.

The Deming Forum recommends

WinChart® Professional Edition

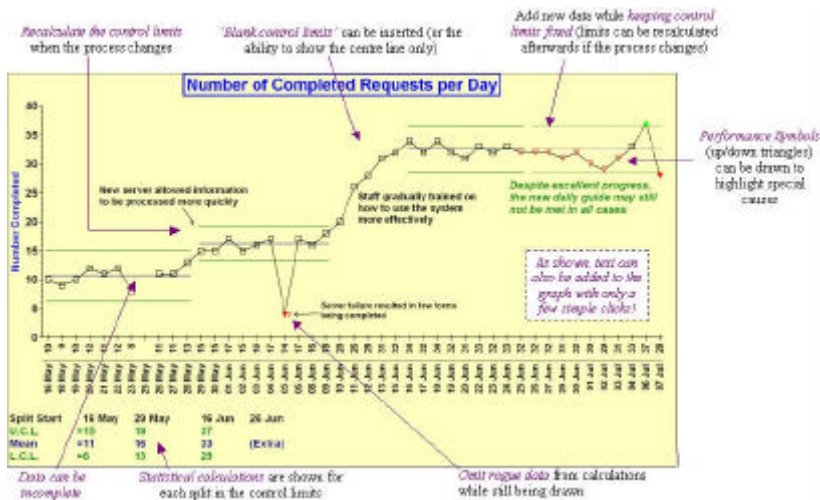
Version 4.0 – based upon Dr Walter Shewhart's original principles

The Popular easy-to-use software for Statistical Process Control.

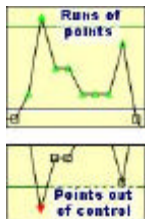
Features include:

- By clicking on a button, one can switch between Standard and Professional editions; this means that more experienced users can opt for the Pro features.
- More than one chart can be displayed on the screen at the same time.
- "Dicing and Slicing" - where data stored in a database or Excel can be drilled down to produce charts by shift, by area, by surgeon, by whatever sub-category is in the database.
- Micro-charts can be created for use in documents.
- The maximum of data points is 32,000!

Overview of a Chart and Other Features



- The Median can be used instead of the Mean (for Single Measurements and Sub-groups)
- The Moving Range (mR) chart available for Single Measurements (XmR)
- Subgroups X-bar R control chart also available.
- (More than 500 points can now be used: on previous versions of WinChart this was a limitation)
- The software automatically checks for updates on the web (this can be turned off)
- Software documentation and 'how to' presentations are quickly accessible via Help menus.



Significant Points are Highlighted Automatically

As can be seen in the cyclic control chart, significant points and runs of points are highlighted to bring them to your attention.

- The orientation can be changed per chart:
up = 'good' = green, down = 'bad' = red, both up/down = 'bad'
- The colours used can be changed
- Can be turned off if required

go to www.transformationforum.org for more information & a free trial



Short Run SPC - Donald J. Wheeler

Learn how process behaviour charts can be used effectively when limited data is available. Part One: Tracking the Process while Making Different Products; Difference Charts; Charts for Mean Ranges; Zed Charts; The Role of Moving Range Charts; Difference Charts for Sub-grouped Data; Standardised Charts for Sub-grouped Data Part Two: Setting the Process Aim; The Difference between Aim and Consistency; Setting the Process Aim Using a Sequence of Values; Setting the Process Aim Using Difference Charts; Setting the Process Aim Using Multiple Measurements; World Class Quality.



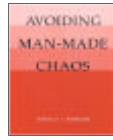
The Six Sigma Practitioner's Guide to Data Analysis - Donald J. Wheeler

A superb new addition to Don Wheeler's authoritative stable of texts. This book is an aid to Six Sigma Practitioners when making decisions as to which statistical approach to take. The various techniques are organised according to the type of analysis problem making it easy to select an appropriate analysis technique. Moreover, this is the first text to integrate the techniques of SPC with the traditional techniques of statistical inference. By placing these various analysis techniques side by side and using them on the same data sets, the reader can see how to gain the maximum insight with the least effort.



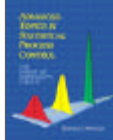
Using the Imperfect Data (EMPIII) - Donald J. Wheeler

EMPIII expands and updates the classic procedures. It also goes beyond these procedures to include the explanations of why the procedures work. Additionally, it includes a new way of characterizing measurement systems and provides illustrations of problems with the traditional techniques.



Avoiding Man-Made Chaos - Donald J. Wheeler

"The Germ Theory of Management" (written by Myron Tribus—see Deming A5 booklets) is a powerful description of the scope and nature of the transition from traditional ways of doing business. "Avoiding Man-Made Chaos," continues this theme, contrasting traditional methods of interpreting data with the use of process behaviour charts. Additional sections on avoiding the chaos of mathematical complexity and inappropriate terminology are included: "Myths and Foundations" outlines four common misconceptions about process behaviour charts and four requirements for their effective use. "Charts Done Right" outlines the difference between the right and wrong ways of computing limits for the two most common types of process behaviour charts.



Advanced Topics in Statistical Process Control - Donald J. Wheeler

This book is the most comprehensive source book on Statistical Process Control since Shewhart's original! It is the definitive book, containing a wealth of information found nowhere else. Unlike books which only add layers of complication onto the subject, this book provides a clear and comprehensive explanation of the underlying theory of process behaviour charts.



Twenty things you need to know - Donald J. Wheeler

Drawing on 40 years of study, practice, instruction, and consultation, this book provides brief answers to many questions that arise when people begin to use process behaviour charts. Recapping some material from Understanding Variation, the rest complement and complete the message of that book. It enables you to better and more easily use process behaviour charts to get the most out of your processes and operations. Some chapters focus on current mistakes and misinformation, including enough background material to justify the answers. Recommendations are given for those who wish to delve more deeply into any particular topic.



Reducing Production Costs - Donald J. Wheeler

This book is written for everyone who is trying to do more with less! Using a proven methodology of reducing production costs, it shows you how to evaluate paybacks so that you can pick winning improvement strategies. Unlike many programs (that often rely on smoke and mirrors), this approach is built solely on the process data itself. These techniques remove guesswork and replace it with practical tools built upon a rigorous theoretical foundation.



Picture Your Business - Alan Clark

This book introduces the Flow & Feedback Diagram as a new and more effective way of describing any size of business or organisation. The diagram can be used at all levels of an enterprise right down to an individual process. The value-adding flow from suppliers to customers is clearly identified. It then lays out the essential learning feedback path that integrates understanding customers, leadership, design and redesign of the whole organisation and change management. The diagram can be used either as a process framework or a replacement for the organisation chart listing areas of responsibility.

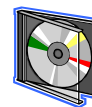
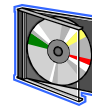
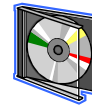
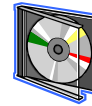


The Gist of Process Mapping - Alan Clark

This book is about a method of working smarter. It's about the why and how of PROCESS MAPPING using deployment flowcharts. All work is done in processes. Process mapping is about people, activities, choices and their interactions in work situations to achieve outcomes. This book considers the effectiveness of process mapping using a particular format of flowchart that is able to show the relationships between people as well as how work is done. It further considers the process of mapping itself, which is both important and powerful as an agent for increasing PARTICIPATION in IMPROVEMENT and INNOVATION in the workplace.

Vintage Recordings

The Transformation Forum are pleased to offer original recordings of speakers recorded at various Deming seminars from 1989 onwards. All the recordings have been professionally edited and 'cleaned up'.



Year	Item	Speaker
1994	Punished By Rewards + Q & A	Alfie Kohn
1994	Why Competition Kills Quality... + Q & A	Alfie Kohn
1997	Towards A Participative Workplace	Alfie Kohn
1997	Why Performance Based Pay Cannot Work + Q & A	Alfie Kohn
1997	Driving Fear Of The Workplace	Dan Oestreich
1995	Building The Lean Enterprise + Q & A	Prof Dan Jones
1992	Thinking Through Statistics	Don Wheeler
1996	SPC - A Master Class	Don Wheeler
1994	...And You Still Believe in Competition? + Q & A	Dr Kosaku Yoshida
1996	Joy in Work	Dr Kosaku Yoshida
1991	Bringing Quality to the Community	Dr Myron Tribus
1993	Quality in the Community	Dr Myron Tribus
1994	Eight Links of the Chain in Transformation	Dr Myron Tribus
1995	Management & Education	Dr Myron Tribus
1995	Improving Management & Education	Dr Myron Tribus
1998	The Germ Theory of Management Revisited	Dr Myron Tribus
1999	Deming's Contribution to Improvement in Education	Dr Myron Tribus
1999	Learning Processes and Their Implications for Organisations	Dr Myron Tribus
1993	Leadership, Furniture & Results + Q & A	Jim McIngvale
1999	Gallery Furniture Six Years On! + Q & A	Jim McIngvale
1990	Co-operation Works	John Carlisle
1997	Doing What We Have Always Done	John Carlisle
1998	Co-operation in Continuous Improvement	John Carlisle
1996	Convergent & Divergent Thinking	Dr John Edelman
1994	Deming in a Non-Manufacturing Environment	Martin Raff
1988	Becoming A Quality Organisation	Peter Scholtes
1993	Team & Teamwork	Peter Scholtes
1999	The New Leadership Competences	Peter Scholtes
1992	Heading in the Right Direction	Richard Field
1989	Honorary Life President	Dr W Edwards Deming
1990	Facing The Crisis	Dr W Edwards Deming
1991	The Challenge For Management + Q & A	Dr W Edwards Deming
1992	The Deming Philosophy + Q & A	Dr W Edwards Deming
1991	Muddling, Meddling or Managing? + Q & A	Bill Scherkenbach
1991	Helping The Change	Bill Scherkenbach



Punished By Rewards - Alfie Kohn

Criticizes the system of motivating through reward, offering arguments for motivating people by working with them instead of doing things to them.



The Growth Gamble: When Leaders Should Bet Big on New Businesses, and How They Can Avoid Expensive Failures - Andrew Campbell and Robert Park

A timely and valuable contribution to our understanding of the challenges of birthing new businesses... a wealth of deep insights, practical advice, and meritorious admonition. This thoroughly researched and carefully argued book can help your company gamble more wisely on growth. Imagine gathering the world's leading management thinkers around a table to advise one company, then testing their advice against systematic research. The Growth Gamble provides just that kind of imaginary intellectual feast. This provocative book argues persuasively for seasoning grand growth goals with a dash of reality. New business development is really hard for established companies, and they should stop chasing rainbows of the next revolution.



How to Reduce Workplace Conflict and Stress - Anna Maravelas

More and more workers are citing hostility, "desk rage" and workplace incivility as top concerns. How To Reduce Workplace Conflict And Stress will help executives, supervisors and managers and the people that work for them, protect pride, profit and productivity from these disabling emotions.



The Living Company - Aries de Geus

The average life span of a Fortune 500 company is less than half a century, yet there also are corporations around the world that have been in business for 500, even 700 years. Arie de Geus, a retired Royal Dutch/Shell Group executive, maintains after studying both extremes that the most enduring treat their businesses as "living work communities" rather than pure economic machines. *The Living Company: Growth, Learning and Longevity in Business* persuasively outlines his resultant prescription for organisational longevity. He explores the theme of organisational learning and provides an investigation of the consequences of building a sustainable work community for human resource management, strategic planning and organisational structure.



Fourth Generation Management - Brian Joiner

This book provides a coherent synthesis of the best ideas in quality that are being implemented today and the most promising ones taking shape for tomorrow. It focuses on the well-known Joiner triangle...Quality, The Scientific Approach, and All-One-Team values. Brian Joiner has adapted the Deming methods to fit today's business practices, and then places them in a context that will help any company in their quest for higher productivity and quality.



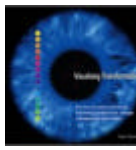
Soft Systems Methodology: Conceptual Model Building and Its Contribution - Brian Wilson

SSM offers an elegantly simple approach that is both powerful, yet non-threatening and one that forces organisations to confront questions essential to their very survival such as, "Are we doing the right thing? Since its inception more than thirty years ago, the benefits of using Soft Systems Methodology for problem solving has gained worldwide recognition. Yet, despite recognising the importance of SSM, students and practitioners still experience considerable difficulty with the intellectual process involved. Of relevance to organisations of any type, or any size, this book shows how model building within SSM can be used to cope with real-life problems. It will be an invaluable resource for students and practitioners in both the public and private sectors.



Quality or Politics - Dave Gaster

Continuous improvement and Best Value have become the Holy Grail for 21st century public service providers. With interference from central government and apathy from the electorate, how do today's local authority managers drive forward the quality agenda in their organisations? Dave Gaster draws on 20 years of experience as a senior local authority manager to offer a way forward in the quest for quality - what the Japanese call Kaizen i.e. the state when all the people in an organisation are working to improve the way it works. Drawing on examples from housing maintenance, refuse collection and other front line public services, this book focuses on how best to achieve excellence and some of the characteristics which make quality easier to achieve.



Quality or Politics - Dave Gaster

Visualising Transformation is a step forward from Lean-Systems Thinking, enabling genuine improvements for the service sector creating significant cost reductions, while improving service delivery and environmental improvements. Transformation is achieved by addressing operational and strategic aspects together, enabling increased insight to information and the way the business works to create inspired innovation for the future.

The Learning Collection

The Red Bead Experiment

The famous Experiment on Red Beads was carried out innumerable times in UK Deming Seminars and in Dr Deming's four-day seminars. If you've seen it, you will know what a valuable method it is for teaching some basic understanding of variation and how it clarifies why many common management practices are ill-founded. It is an invaluable tool for education and training in your company.



Dr Deming . Prior to running the Experiment at every one of his celebrated four-day seminars, Dr Deming ran a version of the procedure way back in his early days in Japan. As interest in the Deming philosophy of management grows, an increasing number of people see the need to teach and demonstrate the Red Beads Experiment. However, its very value lies in the fact that there is much more to the experiment than initially meets the eye. We include a helpful booklet giving the history and clear instructions both on running the experiment and drawing lessons from it.

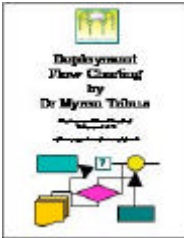
The Red Beads Experiment Kit is exactly as Dr Deming's original intended and has been refined using customer feedback. It includes:

? Box Container ? 750 Red Bead ? 3000 White beads
? Wooden Paddle ? Deming A5 Booklet "The Experiment on Red Beads".

Deployment Flow Charting DVD & Work book

This unique 2 part programme offers individual or group learning on flowcharting tools and techniques. From simple flowcharts through comprehensive deployment flowcharting, Myron Tribus' engaging knowledge and experience shows just how and what needs to be done to give organisations clear and useful understanding of process & product flow.

The extensive appendix includes 4 papers and articles - 'Creating the Quality Service Company', 'Deployment Flow Charting: An example from the Construction Industry', Quality in R&D: Applying Quality Management Principles, Creating Community Quality Councils: Applying Quality Management Principles in a Political Environment. For leaders and operators alike, Deployment Flowcharting gives a common language and methodology for improvement.



This booklet provides an interesting perspective on Dr Deming and his system of Management for Industry, Government & Education.

Traditionally management has been about establishing hierarchies, setting targets, offering bonuses, measuring performance, cutting costs and running projects, all whilst trying to maintain customer satisfaction.

This introductory booklet summarises Deming's approach, the System of Profound Knowledge and the potential benefits. It is an ideal information and discussion tool for you, your colleagues, suppliers & customers. 8 pages

This booklet is sold individually or may be ordered in bulk (>10 copies) ~ call for bulk prices.



The 'first metre' Teamkit by David Howard

Cased set of seven booklets on the history, theory and practice of continuous improvement with FlowMap Software for process mapping, SPC and many other PDSA 'first metre' tools that lead to success over the 'last mile'. Discover how mastery of the 'first metre' is essential for organisations aiming at world class performance. Learn techniques that reveal powerful insights about improving productivity & business performance. Understand the importance of using 'systemic thinking to guide process working' in business improvement. Explore the tetradic model to appreciate the advantages of process working over financial targeting. Use 'FlowMap' software to transform implicit know how into explicit knowledge. Kit also includes the tactile 'tetradic model' of Deming's SoPK with guide.



Dr Deming Presenting his Four Day Seminar in 1992 8 DVD Set

A corporate contribution has enabled the Deming Institute to offer for purchase a collection of videotapes of Dr. Deming's Four Day Seminar. Learners throughout the world now have the opportunity to see Dr. Deming in action as he conducted his famous seminar as it was captured on videotape. The collection contains approximately twelve hours of Dr. Deming's lectures and demonstrations for an audience of more than five hundred managers at a seminar conducted in July 1992. The DVDs are accompanied by a guide for self-paced viewing and study.



Seeing The Forest For The Trees - Dennis Sherwood

The book is extremely comprehensive, yet easy to read and written in a style that makes you feel like the author is personally teaching you about system dynamics in a one-to-one lesson. If you are brand new to systems dynamics, this book will take you from your first steps right up to feeling confident in drawing causal loop diagrams, and even set you on the road to using modelling software to simulate your diagrams.

If you are already familiar with systems dynamics but want to work on your casual loop diagramming skills, this book is also ideal. It works through example after example, all drawn from the real world, with some very topical examples for the UK (e.g. the railways system).



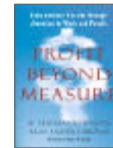
Smart Things to Know About Innovation and Creativity - Dennis Sherwood

Smart people recognise that innovation and creativity aren't the same thing. Leading out-of-the-box guru shows you how to fill your life and organisation with both.



Thinking in Systems - Donella Meadows and Diana Wright

Meadows' newly released manuscript, edited by the Sustainability Institute's Diana Wright, brings systems thinking into the tangible world, showing readers how to develop the systems-thinking skills critical for 21st-century life. The biggest problems - war, hunger, poverty, & environmental degradation - are essentially system failures. They cannot be solved by fixing one piece in isolation from the others - seemingly minor details have enormous power to undermine the best efforts of too-narrow thinking. Tools & methods are included, but the heart of the book reminds us to pay attention to what is important, not just quantifiable, to stay humble and to continue to learn. Donella Meadows remained a pioneer of environmental and social analysis until her untimely death in 2001.



Profit Beyond Measure - H. Thomas Johnson & Anders Broms

In this powerfully-argued alternative to conventional thinking, the authors assert that any company can avoid the waste that is generated through excessive operating costs in the short run, and excessive losses from market instability in the long run.



Changing Minds - Howard Gardner

Minds are exceedingly hard to change. So many aspects of life are oriented toward changing minds-yet this phenomenon is among the least understood of familiar human experiences. Now, Howard Gardner, whose work has revolutionized our beliefs about intelligence, creativity, and leadership, offers an original framework for understanding exactly what happens during the course of changing a mind-and how to influence that process. Drawing on decades of cognitive research and compelling case studies-from famous business and political leaders to renowned intellectuals and artists-Gardner identifies seven powerful factors that impel or thwart significant shifts from one way of thinking to a dramatically new one.



Braver Than You Think...: Female Perspectives on Courage - Jackie LeFevre

The world is full of amazing women. Women who face fear, who summon courage, who are brave. In this wonderful collection of inspirational quotes and reflections on life some of their voices can be heard. Some of the women you will know and some you will encounter for the first time. This is a little book about big stuff. There are some special words here for the person that you are - and the person that you want to be. Because you are braver than you think.



Working With the Grain - Uncommon Sense for Leaders - Jane Seddon & Jan Gillett

A book which defines and proposes improvement and transformation approaches and explains how leaders can transform their organisations to become more efficient and provide a better service to their customers.



The Toyota Way - Jeffrey Liker

In factories around the world, Toyota consistently makes the highest-quality cars with the fewest defects of any competing manufacturer, while using fewer man-hours, less on-hand inventory, and half the floor space of its competitors. The "Toyota Way" is the first book for a general audience that explains the management principles and business philosophy behind Toyota's worldwide reputation for quality and reliability.



The Toyota Way Fieldbook - Jeffrey Liker

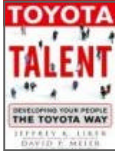
The fieldbook builds on the philosophical aspects of Toyota's operating systems by detailing the concepts and providing practical examples for application that leaders need to bring Toyota's success-proven practices to life in any organisation. This book will help other companies learn from Toyota and develop systems that fit their unique cultures.

Deming Library - Individual DVDs



Toyota Culture - Jeffrey Liker & Michael Hoseus

Toyota Culture examines the "human systems" that Toyota has put in place to instill its founding principles of trust, mutual prosperity, and excellence in its plants, dealerships, and offices around the world. Beginning with a look at the evolution of the Toyota culture and why its people are the heart and soul of the Toyota Way, the authors explain the company's four-stage process for building and keeping quality people: Attract, Develop, Engage and Inspire.



Toyota Talent - Jeffrey Liker

The Toyota Way" and "The Toyota Way Fieldbook", which won the 2005 Shingo Prize for Excellence in Manufacturing, have established Liker and Meier as the world's pre-eminent authorities on Toyota. "The Toyota Way" has been featured in "Fortune", the "Boston Globe", "Investor's Business Daily", "Industry Week", and on "CNBC"; it also won the Institute for Industrial Engineers' 2005 best book of the year. It draws on the authors' unparalleled access to Toyota executives, managers, and engineers in Japan and the United States. Toyota remains one of the world's most profitable companies, and managers worldwide are eager for the latest methods and models behind the organization's success.



Beyond Negotiation: Redeeming Customer-Supplier Relationships – John Carlisle & Robert Parker

Focusing on the need to overcome distrust between buyers and suppliers and to create better long-term relations, this study explains how to improve co-operation and interdependence, and how to change the way people think about the purchasing relationship and the process of procurement.



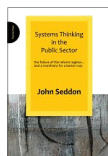
Obliquity: Why our goals are best achieved indirectly – John Kay

An original, widely-applicable concept from one of the world's foremost economists. Obliquity will be The Tipping Point for the new decade



Freedom From Command & Control - John Seddon

John Seddon argues that while many commentators acknowledge command and control is failing us, no one provides an alternative. His contention is the alternative can only be understood when you see the failings of command and control by taking the better - systems - view. He maintains that leadership is being able to talk about how the work works with the people who do it. The book provides practical advice and examples of how to put this into place. Managers need to change their thinking, and he shows how the very observations they make when understanding what he calls "the what and why of current performance as a system" become the building blocks of the systems solution ~ and also illustrates the solutions for the cases he uses.



Systems Thinking in the Public Sector - John Seddon

First John Seddon here dissects the changes that have been made in a range of services, including housing benefits, social care and policing. His descriptions beggar belief, though they would be funnier if it wasn't our money that was wasted. In place of the current mess, he advocates a Systems Thinking approach where individuals come first, waste is reduced and responsibility replaces blame. It's an approach that is proven, successful and relatively cheap – and one that governments around the world, and their advisers, need to adopt urgently.



Delivering Public Services That Work: Vol. 1 - John Seddon

The case studies in this volume are further evidence of impact of systems theory on front line services particularly within local government and need to liberate managers from pointless edicts and targets which litter the public sector. In turn it produces the wonderful outcome that managers abandon the pursuit of meeting redundant indicators and concentrate on public expectations for better services.



The Puritan Gift: Reclaiming the American Dream Amidst Global Financial Chaos - Kenneth & Will Hopper

Where does the Protestant work ethic come from? And how did America achieve such dominance in management for so long? "The Puritan Gift" traces the origins and the characteristics of American managerial culture which, in the course of three centuries, turned a group of small colonies into the greatest economic and political power on earth. "The Puritan Gift" argues that the drive, energy and acceptance of innovation, competition, growth and social mobility, all of which lie at the root of America's management culture, have their origins in the discipline and ethos of America's first wave of European immigrants: the Puritans. And, the authors warn, as Americans distance themselves from the core values which produced their business and economic successes during the nineteenth and twentieth centuries, they put their future prosperity and security at risk.

W Edwards Deming: The Prophet of Quality. Intimate video biography; an excellent introduction. Broadcast by PBS after Deming's death in 1993.

The New Economic Age, Vol. 1 Relates the global economy new thinking about leadership; competitive survival calls for innovation

The 14 Points, Vol. 2 Fundamental guidelines for improving organisation-wide performance

Corporate Leadership, The Ford Story Vol. 3 Illustrates chief executive leadership at the highest level to overcome severe financial loss

Adoption of the New Philosophy, Ford Story Vol. 4 The board accepts the need for fundamental changes, and discover continual improvement

Communication of the New Philosophy, The Ford Story Vol. 5 Senior managers accept the single-supplier concept, and the limitations of work standards

Application of the New Philosophy, The Ford Story Vol. 6 Senior leaders consider improvements from the transformation effort, less inspection, less fear etc

The Red Bead Experiment & Life, Vol. 7 Dr. Deming himself demonstrates conclusively that the system determines the outcome—not individuals

Lessons from the Red Beads, Vol. 8 Dr Deming teaches the principles of system operation, the need for operational definitions, and losses resulting from ranking employees

The Funnel Experiment, Vol. 9 Dr Deming teaches the implications of a stable system and also the consequences of tampering in efforts to solve problems

How Managers and Workers Can Change, Vol. 10 Shows the changes experienced after five years' practice in making system improvements

Cooperation- The Key to Quality, Vol. 11 Teaches how to work through resistance to the changes needed to manage processes in the new way

The Dangers of Buying on Price Tag Alone, Vol. 12 Demonstrates the better way to work with customers and suppliers in the long-term

America in the Global Market, Vol. 13 Presents the historical background of quality development since 1950

Understanding Profound Knowledge, Vol. 14 Deming introduces the first three components of the system of profound knowledge

Competition, Cooperation, and the Individual, Vol. 15 Teaches the differences between intrinsic and extrinsic rewards

The Quality Leader, Vol. 16 Discusses the attributes of successful leaders applying profound knowledge, and the need for continued learning

People Systems: The Toughest Challenge, Vol. 17 General Motors senior managers replace the annual appraisal with a personal development plan

Competition Doesn't Work: Cooperation Does, Vol. 18 Dr Deming and author Alfie Kohn discuss evidence that cooperation delivers

Profound Knowledge for Leadership, Vol. 19 General Motors managers and Deming present the case against command and control management principles

Leadership for the Transformation, Vol. 20 Top General Motors managers discuss their role as both teacher and coach

A Theory of a System for Educators and Managers, Vol. 21 Teaches the changing perception of organisations as systems

Understanding the Baldrige Award, Vol. 22 Deming and Malcolm Baldrige National Quality Award director Curt Reimann discuss management

Putting Deming and the Baldrige Award Together, Vol. 23 Similarities between Deming's 14 Points and the seven Baldrige criteria

Cultural Transformation: A New Way of Thinking, Vol. 24 The story of corporate cultural improvement. The giving up of old beliefs to make a quality "way of life" possible

Cultural transformation: Continual Improvement, Vol. 25 Zytec managers and employees describe their 7-year experience of continual improvement and the constraints

A Study in Continual Improvement, Part I, Vol. 26 Dr. Batalden, Chairman of the Inst. for Healthcare Improvement, administrators of Reston Hospital discuss systems thinking

A Study in Continual Improvement, Part II, Vol. 27 Profound knowledge applies to process improvement initiatives. The 14 Points are restated within a hospital setting

Implementing Deming 1 Peter R. Scholtes, management consultant, examines the reasons why performance appraisals degrade morale

Implementing Deming 2 Scholtes identifies four objectives of a performance appraisal system and some alternative methods

Implementing Deming 3 Dr. Brian L. Joiner, CEO Joiner Associates describes Western management practices

Implementing Deming 4 Dr. Joiner discusses implementation of continual improvement.

Good news, How Hospitals heal themselves. Hospitals are complex rapidly changing social systems. Hear how two large hospital systems have saved lives and reduced errors, infections and waste by using Toyota management principles.

Gallery Furniture - The personal transformation of the founder and CEO. Competition doesn't work!

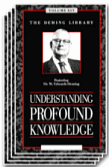
The Deming A5 Booklets

The Deming A5 Booklets are available direct from
The Transformation Forum. Titles include:

- | | |
|--|---|
| <ul style="list-style-type: none"> A1. A Brief History of W Edwards Deming A2. Deming's 14 Points for Management A4. Why SPC? A5. The Role of the Coordinator A6. Profound Knowledge A7. The Buyer's Guide to Single Sourcing A8. Performance Appraisal and All That! A9. A System of Profound Knowledge A10. Deming Speaks to European Executives A11. Operational Definitions A12. Beyond ISO 9000 A13. From Theory to Strategy A14. Quality in Sales A15. The Experiment on Red Beads A16. How SPC | <ul style="list-style-type: none"> A17. Flowcharting: How and Why? A18. The Japanese and Business Transformation A19. Leading Transformation A20. Elements of Customer-Supplier Relationships A21. W Edwards Deming (1900-1993): The Man and his message W1. A Perspective on Dr Deming's Theory of Profound Knowledge W2. The Germ Theory of Management W3. Out of the Crisis with George, Mises, and Deming W4. Learning and Leadership W5. The Deming Philosophy: New Ways to Think About the World. |
|--|---|

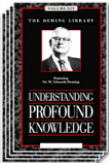
The Deming Library

We are delighted to offer these unique and original Videos now available on DVD
produced by Management Wisdom.



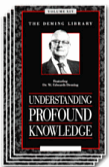
The Deming Basic Library. This selection of nine DVDs offers an overview of Deming's philosophy of cooperation, systems thinking, and continual improvement of people and communication. The ideas are new and counter-intuitive and require repeated viewing. Together they show how to begin to lead an organisation to become greater than the sum of its parts, to view problems as opportunities, practice continual improvement and encourage personal transformation. Includes:

- | | |
|--|---|
| <ul style="list-style-type: none"> The Prophet of Quality The Red Bead Experiment and Life (Vol. 7) The Funnel Experiment (Vol. 9) Competition, Cooperation, and the Individual (Vol. 15) A Theory of a System for Educators and Managers (Vol. 21) | <ul style="list-style-type: none"> The 14 Points (Vol. 2) Lessons of the Red Bead Experiment (Vol. 8) Understanding Profound Knowledge (Vol. 14) The Quality Leader (Vol. 16) |
|--|---|



The Deming Starter Library. 4 Videos - This set of four DVDs introduces the fundamental Dr. Deming's fundamental ideas: Looking at management as a system; the 14 Points, actions (all of them) needed to set the organisation on a path to transformation; the Red Bead Experiment designed to impress on participants that results come from the system, not individuals; and Profound Knowledge, the system of thinking on which all practices must be based to achieve continual improvement of the organisation, its people, and products or services.

- Programs included in the starter series:
- | | |
|---|--|
| <ul style="list-style-type: none"> The Prophet of Quality The Red Bead Experiment and Life (Vol. 7) | <ul style="list-style-type: none"> The 14 Points (Vol. 2) Understanding Profound Knowledge (Vol. 14) |
|---|--|



The Complete Deming Management Library. This is the complete and authoritative presentation of the Deming philosophy of continual improvement and cooperation in video with teaching guides. Dr. Deming collaborated with producer Clare Crawford-Mason and writer/narrator Lloyd Dobyns for more than eight years to produce an account of his system of managing for continual improvement, including the 14 Points, his beliefs about the value of cooperation—all are integrated in his system of profound knowledge. Dr. Deming developed these ideas, firmly believing that managers and leaders must understand something of each of the following components of profound knowledge:

- o a theory of a system
 - o the principle of variation
 - o the theory of knowledge
 - o the psychology of people in organisations undergoing change
- Managers and leaders don't have to become expert in these subjects but they need to understand that the elements of profound knowledge interact and that their task is to bear this in mind while learning to manage the organisation as a system.



The Nun and The Bureaucrat - L. Savary and Clare Crawford - Mason

The companion book to the documentary Good News...How Hospitals Heal Themselves available on DVD (see page 8). In this book doctors, nurses and administrators explain how they came to believe that applying Toyota System and Baldrige principles to their Pittsburgh and Midwest hospitals would help them improve patient care. They testify that delivery of care dramatically improved as deaths, suffering and waste were reduced and they regained joy and satisfaction on the job.



The Improvement Guide: A Practical Approach to Enhancing Organizational Performance, 2nd Edition, Gerald Langley, Ron Moen, Kevin Nolan, Thomas Nolan, Clifford Norman, Lloyd Provost.

This book is for people who want to make improvements - a survival guide for people who realise the importance improvement plays in keeping an enterprise viable. It describes a system of improvement. This new edition of this bestselling guide offers a Model for Improvement that delivers quick and substantial results in quality and productivity in diverse settings. The Model has worked with international improvement efforts at multinational companies and in different industries such as healthcare and public agencies. This edition includes new information that shows how to accelerate improvement by spreading changes across multiple sites. The book presents a practical tool kit of ideas, examples, and applications.



The Deming Management Method - Mary Walton

In this classic, Mary Walton explains the management ideas of W. Edwards Deming. Then, responding to queries about how the ideas work, she researched and described how the method was being used by a wide range of firms and organisations from across the industrial spectrum. Part III discusses application stories from several companies.



The Tiger That Isn't: Seeing Through a World of Numbers – Michael Blastland

A painless introduction to the maths of the real world by the team who created and present the hugely popular BBC Radio 4 series More or Less.



Fooled by Randomness: The Hidden Role of Chance in Life and in the Markets - Nassim Nicholas Taleb

Everyone wants to succeed in life. But what causes some of us to be more successful than others? Is it really down to skill and strategy – or something altogether more unpredictable? This book is the word-of-mouth sensation that will change the way you think about the business and the world. It is all about luck: more precisely, how we perceive luck in our personal and professional experiences. Nowhere is more obvious than in the markets - we hear an entrepreneur has 'vision' or a trader is 'talented', but all too often their performance is down to chance rather than skill. It is only because we fail to understand probability that we continue to believe events are non random, finding reasons where none exist.



The Black Swan: The Impact of the Highly Improbable - Nassim Nicholas Taleb

What have the invention of the wheel, Pompeii, the Wall Street Crash, Harry Potter and the internet got in common? Why are all forecasters con-artists? What can Catherine the Great's lovers tell us about probability? Why should you never run for a train or read a newspaper? This book is all about Black Swans: the random events that underlie our lives, from bestsellers to world disasters. Their impact is huge; they're nearly impossible to predict; yet after they happen we always try to rationalize them. A rallying cry to ignore the 'experts', *The Black Swan* shows us how to stop trying to predict everything and take advantage of uncertainty.



The Fractal Organization: Creating Sustainable Organizations with the Viable System Model – Patrick Hoverstad

The world of management is in crisis – the old remedies no longer work and organizations are failing at an increasing rate. Although many talk of "joined up thinking", few offer practical guidance on how to achieve this in organizations. The Fractal Organization sets down the practical implications of a well tested systemic approach to building organizations that are capable of surviving and flourishing in these turbulent times.



The Leaders Handbook - Peter Scholtes

Peter Scholtes turns his attention to leadership, teaching many tools and activities to help leaders manage more effectively. The book provides cutting-edge management techniques to improve every reader's ability to envision, lead, and manage work flow.

Readers will learn effective ways to:

- o Engage in Systems Thinking
- o Create Breakthrough Improvements in Work Processes
- o Build Continual Improvement Strategies
- o Lead People through Change
- o Inspire Better Work Performance
- o Give Vision and Meaning to the Organisation

In today's business world everyone needs to be a leader. Peter Scholtes teaches you how to be a good one!



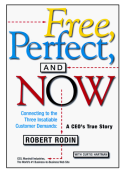
The Team Handbook - Peter Scholtes

The Team is a practical guide to working in or with project teams. It is packed with step-by-step instructions, illustrations, and worksheets, all showing how to implement many quality improvement principles. It is a comprehensive, easy-to-use guide on how to use project teams to improve quality throughout an organisation. Its clear, simple text and directions lead the reader through a project from inception to closure.



The Necessary Revolution: How Individuals and Organisations Are Working Together to Create a Sustainable World – Peter Senge

The Necessary Revolution is a call to arms, an argument to business leaders that they must rethink their approach to the environment. But the authors don't linger on the problems, focusing instead on the stories and insights of successful innovators, on creative solutions, and on practical approaches to meeting these challenges.



Free, Perfect and Now - A CEO's True Story - Rob Rodin

Robert Rodin shows you how to prepare for the three insatiable demands of today's customers: they want their product or service FREE, they want it PERFECT, and they want it NOW. No matter what business you're in, you have to find a way to respond – or risk losing your customers to competitors who are discovering new ways to sell your product or service cheaper, better, and faster than you've ever imagined. Rob Rodin, dynamic CEO of electronics distributor Marshall Industries, engineered the astounding reinvention of his company. Using Deming's System of Profound Knowledge, he turned a conventionally successful \$500 million business into a Web-enabled \$2 billion competitive powerhouse. He tells the dramatic story of that transformation from the inside - detailing the hard lessons learned in competitive battle, and offers a compelling new perspective on the most pressing issue facing businesspeople today: how to prepare a customer-focused corporation for a future you can't predict.



Systems Thinking for Curious Managers – Russ Ackoff

This gem of a book introduces the extraordinary world of Systems Thinking and its 'Dean', Russell Ackoff, to curious and enquiring managers, teachers, business people - anyone, anywhere who works in an organisation. Finished just before Professor Ackoff's death late in 2009, 'Systems Thinking for Curious Managers' opens the door to a joined up way of thinking about things that has profoundly influenced thinkers and doers in the fields of business, politics, economics, biology, psychology.



The High Velocity Edge - Steven J. Spear

Spear examines the internal operations of dominant organizations, including Toyota, Alcoa, Pratt & Whitney, the US Navy's Nuclear Power Program, and top-tier teaching hospitals—organizations operating in vastly differing industries, but which share one thing in common: the skillful management of complex internal systems that generates constant, almost automatic self-improvement at rates faster, durations longer, and breadths wider than anyone else musters. Spear's star is on the rise: He has won five Shingo Prizes and has been widely published in academic and trade publications, including the *Harvard Business Review* and *The New York Times*. Steven Spear is a senior lecturer at MIT and a senior fellow at the Institute for Healthcare Improvement.



The Undercover Economist - Tim Harford

Who makes most money from the demand for cappuccinos early in the morning at Waterloo Station? Why is it impossible to get a foot on the property ladder? How does the Mafia make money from laundries when street gangs pushing drugs don't? How can China, in just fifty years, go from the world's worst famine to one of the greatest economic revolutions of all time. Looking at familiar situations in unfamiliar ways, THE UNDERCOVER ECONOMIST is a fresh explanation of the fundamental principles of the modern economy, illuminated by examples from the streets of London to the booming skyscrapers of Shanghai. Leaving behind textbook jargon and equations, Tim Harford reveals the games of signals and negotiations, contests of strength and battles of wit that drive not only the economy at large but the everyday choices we make.



'TRANSFORMATION' Jute Bag

Billions of plastic bags are used each year in the UK alone. Worldwide, it is estimated to be trillions. The manufacturer of our bags, Jutexpo, is committed to the development of products and services that further the creation of an ecologically sustainable future. Together with their partners, Jutexpo take their responsibilities to their staff and customers very seriously. To ensure best practice at all times, they adhere to strict international fair trading regulations, commission regular Ethical and Technical audits and will only source from suppliers and producers who operate under these principles.

Past Transformation Forum Speakers Papers on CD



Transformation 2006. 'The Nature of Transformation: delivering the long term benefits of change' Speakers' presentations for personal study.

CD includes:

- Mary Hickey** 'A lot done, more to do...Transforming processes at the Adelaide & Meath Hospital'
- Duncan Bennett** 'Clearly the best Water Company in the UK?'
- Dennis Sherwood** 'There is no such thing as 'unintended consequences''
- John Entwistle** 'Sustainable transformational change in Facilities Management outsourcing'
- Stephen Parry** 'Corporate Transformation'
- Mark Sheasby & Team** 'Life On Mars'

- Chris Green** 'Transforming a Sub-optimised System!'
- John Bicheno** 'Deming & the integration of Lean, Six Sigma & TRIZ'
- Karl Buckridge** 'Prophet from a Bottleneck - Transformation with Deming & Goldrat'
- Tony Droar** 'It's all Isaac's Fault!'
- H. Thomas Johnson** 'Managing by Results and the Eclipse of American Business: A Deming Prophecy Fulfilled?'
- Richard Noble** 'Transformation Implementation'
- Hugh Rogers** 'Transforming the healthcare service - What are we learning?'
- Ed Silvala** 'Improve your powers of influence and persuasion'
- Rob Worth** 'Implications of the system of Profound Knowledge for IT'



TRANSFORMATION 2007. 'The Nature of Innovation: Creating a Culture of Innovation' Speakers' presentations for personal study.

CD includes:

- Nigel Clements** 'Lean Sigma...a totally, different name for something we have always had?'
- John Seddon** 'It's the system stupid!'
- Tony Owen** 'Star Raving Bangers'
- David Train** 'Climate Change: Bringing the world on board with a paddle for life'
- David Howard** 'Economic-quality, Computers and People'
- Paul Burton** 'Transformation vs. Transition - An Operational Challenge'
- Sherin Moss & Esther Ridsdale** 'Strategy, policy and systems thinking in the NHS'

- Robert Gillan** 'Learning to Learn'
- Sheila Ronis** 'Erosion of the industrial Base and its Issues of National Security: A Systems Approach for the US Congress'
- John Carlisle** 'The Power of X, or Whatever Happened to McGregor's Legacy?'
- Richard Kirkman** 'Transformation - a work in progress'
- Dave Gasler** 'Embedding Systems Thinking in the Public Sector'
- Jim Clauson** 'How to Apply Deming's Philosophies in the world of e-Business'
- David McQuade** 'Acting on the system; some principles, practices and issues'
- David Droar** 'Theory of Knowledge'
- Paul Hollingworth** 'The Enneagram, A Profound System of Transformation'
- Denise Howard** 'Leaving a Smile on Everyone's Face'



TRANSFORMATION 2008. Transformation is the Future: Delivering Sustainable Change' Speakers' presentations for personal study.

CD includes:

- Dennis Sherwood** 'Silver Bullet Machine. 'Is creativity born or made?'
- Bob Parker & Hilbert Reijn** 'International Pain: 'A Business Improvement Journey''
- Miranda Holmes** 'Systems Thinking in Local Government'
- Mark Sheasby** 'About Success, Health and Happiness'
- Geoff Hunt, The Koios Group.** 'Don't think How, think What!'
- Nick Hebborn, First Great Western** 'Systems & Process – A Lifetime's Journey?'
- David Cliff** 'Lean World. 'Creating and sustaining 'Success' in a 21''

- Century World.**
- Peter Worthington** 'FRISM Europe. 'Effective Use of Attribute Data'
- Glenn Mazur** 'QFD Institute. 'Delighting Customers with QFD'
- Ron Skea,** 'Velux 'The empty chair'
- John Seddon** 'Systems Thinking in the Public Sector'
- Norm Bufanno,** 'Toyota Motor Manufacturing, USA'
- Tony Droar** 'West Sussex County Council. 'Complexity, Chaos and Innovation'
- Kevin Leach** 'What your reports aren't telling you!'
- Toyota** 'Question & Answer session with Norm Bufanno.'
- Emma Langman & Alasdair MacDonald** 'Murder in the Boardroom: Are you taking the P - seriously?'
- Patrick Hovestadt** 'Fractal Consulting. 'Beer's Viable System Model (VSM) - Understanding Organisations'
- Alan Winlow MBE**



TRANSFORMATION 2009. Transformation is the Future: Delivering Sustainable Change' Speakers' presentations for personal study.

CD includes:

- Arie de Geus** 'The Rules have all changed...or have they?'
- Will Hopper** 'The Puritan Gift'
- Brian Wilson** 'Soft Systems Methodology (SSM) overview'
- David Kerr** 'Atkins. 'To What End & By What Method?'
- Peter Scholtes** 'Deming 101: An Introduction to Deming's'
- John Davis**

- Bristol University, The Systems Centre'**
- Lucas Vos & Teresa Ratliff of Maersk Line** 'A Case Study'
- Owen Buckwell & Steve Mecer** 'Customers not accolades'
- Colin Poole** 'Optua. 'Becoming the way of life'
- Martin Gibson** 'The Good, The Bad & The Ugly'
- Derek Elliott, Dr Vanessa Kellie and Dave Bennett** 'Forensic Science Service'
- Marie-Louise Thorsén Lind** 'How do we get to change?'
- Gordon Hall** 'From a Controlled to a Learning Society'
- Simon Caulkin** 'The rules haven't changed, but how shall we apply them?'