



Making Sense of Data

Donald J. Wheeler

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This book addresses the issues of using Data Analysis Tools in a service or administrative setting. Written in the easy, reader-friendly style of *Understanding Variation*, but with the in-depth content of *Understanding Statistical Process Control*, the book handles new and comprehensive concepts with great clarity. It is organized around three basic questions of improvement: What do you want to accomplish? By what method? How will you know? With over 130 service sector examples and case histories, you will discover where to start, what to measure, how to measure it, and how to understand the measurement. More than teaching how to create process behavior charts, this book takes you beyond merely understanding data to a framework in which to use it effectively. It provides the practical expertise and useful guidance that you have come to expect from Donald J. Wheeler.

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