



Understanding Variation: The Key to Managing Chaos

Donald J. Wheeler

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We live in the Information Age, and much of that information comes to us in the form of numbers. But before numerical information can be useful it must be analyzed, interpreted, and assimilated. Unfortunately, teaching the techniques for making sense of data has been neglected at all levels of our educational system. As a result, through our culture there is little appreciation of how to effectively use the volumes of data generated by both business and government. This book can remedy that situation. Readers report that this book has changed both the way they look at data and the very form 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 your company.

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