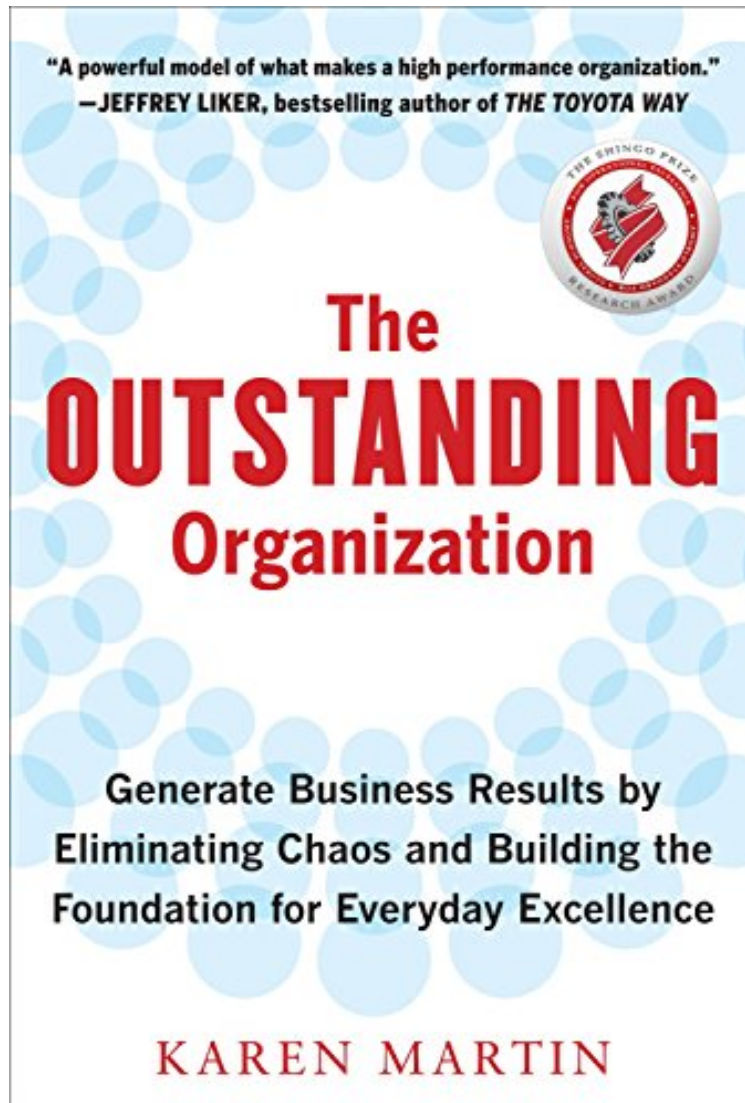


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# The Outstanding Organization: Generate Business Results by Eliminating Chaos and Building the Foundation for Everyday Excellence

*Karen Martin*

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**Karen Martin : The Outstanding Organization: Generate Business Results by Eliminating Chaos and Building the Foundation for Everyday Excellence** before purchasing it in order to gauge whether or not it would be worth my time, and all praised The Outstanding Organization: Generate Business Results by Eliminating Chaos and Building the Foundation for Everyday Excellence:

1 of 1 people found the following review helpful. Great Practical IdeasBy Stacie RoseThis is one of the most captivating business books I've read in several years. Karen very accurately describes many of the primary contributors to corporate chaos and offers practical ways to begin addressing them. There are several suggestions I'm looking to implement immediately in my sphere of influence like developing an onboarding process for new hires, and utilizing more simplistic metrics to measure our business.From the foundations of building an organization upon sound practices like developing an end-to-end culture of continuous improvement, ensuring everyone is empowered as a problem solver, to helping push through when things get tough. Karen has us focus on four key chaos killers; driving for a level of clarity needed to be successful at a process/task, increasing focus by avoiding the multi-tasking myth, developing higher levels of discipline by finishing things 100% to completion for greater learnings, and lastly valuing the at deeper level the contributions of others thoughts and experiences thereby encouraging higher engagement.Like many improvement methods, Karen's ideas transcend the business world and actually has me thinking about how I can work with my kids to further develop how they approach problems. The additional things I really appreciated about this book was her approach of standing on the shoulder of the greats by offering very practical suggestions for using or rethinking what has already been done. This isn't a new system or Lean bolt on but suggestions on how everyone can be a part of creating value for the customers and companies.I would highly recommend this book to anyone interested in continuous improvement, from janitor to exec., from novice to expert, from industrial engineer to mom.2 of 2 people found the following review helpful. A Must Read!By Surfer DudeThe Outstanding Organization is a must read for all middle and upper managers that want to gain insights into the various quality methods and improvement tools available to their organization. I want to reread this book over and over again until its pages are dog-eared and my memory extracts every bit of its wisdom. The reader becomes motivated and challenges themselves to look at their processes with new eyes to make the necessary improvements for the success of their organization. Karen's fluid narrating style takes the reader through this journey with ease and captures organizational improvements like low-hanging fruit ready for the picking.Frank FielQuality ManagementHoneywell Aerospace5 of 5 people found the following review helpful. An Outstanding Guide for The Organizations of TodayBy Tony HeathI work for a large and complex company in a fast changing industry. I often wonder how anyone could possibly know what's going on, how we are doing, really, and whether we have sufficient knowledge, skill and fortitude to get to where we should be.Enter Karen Martin with her new and crystal clear view of how organizations can best function. What a relief! Here's a simple and wise handbook on how to get from chaos to an efficient and rewarding enterprise. Karen has done her homework and integrates the best business thinking of our times. Her book tells us what to do and what to expect. She provides examples, questions to ask ourselves, and ultimately a model for building ever better companies.There's nothing easy about the continuous improvement work we have ahead. But thanks to Karen Martin, we can know how, why and where to go.I read about one business leadership a month. This is my favorite in a couple years.Buy this book now. Then set aside a few hours to read and digest it. I feel certain that you will know what to do differently on Monday morning, whether you're a C-suite executive or a cube jockey like me.

Winner of The Shingo Research and Professional Publication Award! After two decades in the trenches of helping companies design and build better, more efficient operations, Karen Martin has pinpointed why performance improvement programs usually fail: Chaos, the sneaky but powerful force that frustrates customers, keeps business leaders awake at night, and saps company morale. In *The Outstanding Organization*, Karen offers a toolbox for combating chaos by creating the organizational conditions that will allow your improvement efforts to return greater gains. Proven, practical, and surprisingly simple, Karen's system focuses on four key behaviors for organizational excellence--Clarity, Focus, Discipline, Engagement--that, once instilled into a company's DNA, open the door to sustainable growth and profit. This well-organized, inviting-to-read guide reveals everything you need to know about: How the lack of clarity and focus adds millions of dollars of unnecessary labor expense and slows progress on all fronts How you can gain a competitive edge by adopting the type of disciplined behaviors typically found in the military, science, law enforcement, sports, and the arts Why you should stop worrying about employee satisfaction--and start concerning yourself with employee engagement Why adopting various improvement approaches without building a foundation for success won't solve your problems--and will likely create more chaos Although you don't like the chaos that you're currently coping with, you've probably come to accept it. You don't have to if you follow the path Karen lays out. This no-nonsense book helps you get to the crux of the problem, so you can inject the sensible, disciplined calm that enables the levels of performance and innovation mandated by today's business environment--and help your organization become truly outstanding. Praise for *The Outstanding Organization* "Too often, outstanding performance seems out of reach. Karen Martin explains, with elegant simplicity, why so many organizations 'can't get there from here.' Better yet, she provides clear, actionable advice on building a foundation that will allow anyone to achieve excellence." -Matthew E. May, author, *The Laws of Subtraction* "This fast-moving book gives managers a series of practical, proven strategies and tools to improve performance to get better results immediately." -Brian Tracy, author, *Full Engagement!* "It is within our grasp to create an outstanding organization, but it won't happen without focus and attention. Karen Martin explores organizations that have made this transformation,

and she unlocks their secrets for you. Read this book, apply the principles exposed, and you will achieve similar success." -Richard Sheridan, CEO, Menlo Innovations "Karen Martin shares her extensive experience assisting companies in their improvement efforts and identifies capabilities common among organizations that have achieved sustainable outstanding success. Especially noteworthy is Karen's discussion of the Plan-Do-Study-Adjust management cycle. Adapt it as you need, adopt it because you must." -John Shook, Chairman and CEO, Lean Enterprise Institute "Powerful and motivating! Whether you are performing aerial feats in a super-sonic fighter jet at low altitude or plotting improvement efforts from