BOOK REVIEWS
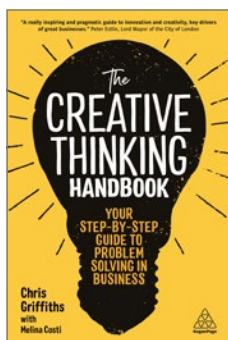
The Creative Thinking Handbook: Your Step-by-Step Guide to Problem Solving in Business

By Chris Griffiths, Kogan Page (2019), **£14.99**
Although this book was not my first choice when I decided to write a review for *Quality World*, I was extremely happy to have received it after reading the first few chapters. The most important thing that caught my attention was the high number of problem-solving skills mentioned in this book.

At first, you are led through sections that help you to understand your approach to creating new ideas – to identify your way of thinking and learn about the common errors you might make. If you can identify the things that will go wrong, you can avoid wasting time on fixing them.

Once you are familiar with the way that you think, you can learn the pragmatic and effective way to problem-solve.

The book offers a step-by-step approach – the Kaizen way – on how to achieve the deliverables.

The final part gives time to revisit what has been learned and allow time for reflection.

This handbook is a powerful guide full of ideas and tools to help you face the toughest challenges in your organisation, and what I valued the most was the abundance of tools that turn ideas into actions. Some of the tools and techniques described are well known in a continuous improvement world, but we might not utilise them in an efficient way. Griffiths presents the most common mistakes when applying various improvement tools.

Another good thing about this book is that you don't need to read all of it. You can easily jump between the most relevant chapters to tackle your problem or look for the most important tools. If you dare to challenge your creativity, I recommend reading *The Creative Thinking Handbook*.

Piotr Wronka, PCQI, is Quality Team Lead at Rubberatkins

Visual Collaboration: A Powerful Toolkit for Improving Meetings, Projects, and Processes

By Loa Baastrup and Ole Qvist-Sorensen, Wiley (2019), **£26.99**
The front page of this book – aimed at 'improving meetings, projects and processes' – reflects energy, creativity and engagement, and that is exactly what you get throughout the 298 pages. No doubt, we will have all experienced being part of a meeting, a project 'death by PowerPoint', or a strategy session, which lacks the visual impact, focus or engagement.

This book demonstrates the different ways of overcoming these barriers with the use of visual aids, creative freedom and improvisation during potentially complex communication situations in business.

Visual tools, icons and templates provided in the book are all relevant to most industries. The book also promotes creating your own

playbook of these tools, icons and templates for your group, which is a great idea to help set a common language.

The book goes further than just providing a tool set. It also goes into the theories behind applying the best approaches to discovering your own visual language in order to create engagement methods and smarter thinking when you are planning a business collaboration.

The book has been a benefit to me and has inspired ideas. I don't feel there is a limit on the audience, as it could be useful to many industries and roles.

Overall, it was an interesting read and a book I would share. However, I would have also been interested to see added examples of success stories behind some of the approaches and their feedback.

Joanne Smith, PCQI, Global QMS Manager at British American Tobacco

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