

## Lean Thinking Womack

What is Lean? Pure and simple, lean is reducing the time from customer order to manufacturing by eliminating non-value-added waste in the production stream. The ideal of a lean system is one-piece flow, because a lean manufacturer is continuously improving. Most other books on lean management focus on technical methods and offer a picture of how a lean system should look like. Other books provide snapshots of companies before and after lean was implemented. This is the first book to provide technical descriptions of successful solutions and performance improvements. It's also the first book to go beyond snapshots and includes powerful first-hand accounts of the complete process of change; its impact on the entire organization; and the rewards and benefits of becoming lean. At the heart of *Becoming Lean* are the stories of American manufacturers that have successfully implemented lean methods. The writers offer personalized accounts of their organization's lean transformation. You have a unique opportunity to go inside the implementation process and see what worked, what didn't, and why. Effective healthcare delivery is a vital concern for citizens and communities across the globe. The numerous facets of this industry require constant re-evaluation and optimization of management techniques. The *Handbook of Research on Healthcare Administration and Management* is a pivotal reference source for the latest scholarly material on emerging strategies and methods for delivering optimal healthcare opportunities and solutions. Highlighting issues relating to decision making, process optimization, and technological applications, this book is ideally designed for policy makers, administrators, students, professionals, and researchers interested in achieving superior healthcare solutions.

This book brings together some of the latest thinking by leading experts from around the world on integrating systems and strategies in production management and related issues that are relevant for making production into a competitive resource for the firm. This book is composed of five parts, each focused on a specific theme: Linking systems and strategies; Strategic operations management; IS/IT applications in the value chain; Modelling and simulation; Improving operations.

Examines Japan's innovative, highly successful production methods

Argues that blind faith in reason has resulted in problems in every phase of social life, suggests reason is an administrative method rather than a moral force, and proposes some solutions. Known worldwide in manufacturing among those striving to maximize productivity and create pull scheduling of production as "the yellow book," this is the premier how to book for companies going lean. Touted by experts everywhere as practical, down-to-earth, and easy to read, it warns of cultural issues that are certain to arise, and gives step by step instructions for making the transformation. It clearly explains such tools as continuous flow, value stream mapping, kanban, kaizen, six sigma, just-in-time (JIT), techniques for quick set-ups, and other pillars of the Toyota Production System. It's full of examples of value stream mapping, how kanban can resolve material supply issues, how kaizen brainstorming can result in startling improvements overnight, how just-in-time (JIT) frees mountains of money tied up in work-in-progress, why Six Sigma quality needs to be built in and not inspected in, how bottlenecks can be eliminated, kanban snafus spotted before they happen, and how instilling a championship mentality in cross-functional teams can lead to increased productivity and continuous improvement that doesn't stop after the initial kaizen event.

Lean Production transformed the way that companies think about production and manufacturing. This book provides a new challenge. It arises from the work of the Lean Aerospace Initiative at MIT and provides a new agenda and bold vision for the aerospace industry to take it out of crisis. It also redefines and develops the concept of Lean as a framework for enterprise transformation and this will be relevant and critical for all industries and enterprises.

THE C-LEVEL GUIDE TO SUCCEEDING WITH LEAN "With 30 years of accumulated experience, Art Byrne is one of the rare few people who can speak with authority about the pitfalls of financial measurement systems, the importance of respect for people, the power of Lean in the marketplace, and the leverage from organizing people around value streams. When he writes 'Go to the Gemba and Run Your Kaizen,' we must take heed." -- MASAOKI IMAI, bestselling author of *Kaizen* and *Gemba Kaizen* "In this wonderful and important book, Byrne shows us that Lean management, understood and practiced correctly, consistently delivers spectacular results." -- BOB EMILIANI, author, *Better Thinking, Better Results*, and Professor, Connecticut State University "A compelling picture of how Lean techniques and attitudes enable CEOs and senior executives to create a culture for transforming a company and putting it on a highperformance path." -- JERRY J. JASINOWSKI, former President of the National Association of Manufacturers "Art Byrne provides real-world examples of how he exhibited the wisdom and courage to do the right thing, improving work practices at all levels of the organization to deliver the right results for all stakeholders. Which comes first, the wisdom or the courage? Read *The Lean Turnaround* to find out." -- JOHN SHOOK, Chairman and CEO, Lean Enterprise Institute "Lean is the closest thing to magic I have experienced in my 40 years in business. I recommend Lean and this book to everyone responsible for the performance of a business, particularly those in private equity like me, where leverage magnifies the importance of cash." -- JOHN CHILDS, founder and CEO, of J. W. Childs Associates L.P. "A must-read for any leader interested in understanding the strategic advantages from focusing on activities that add value to the customer experience." -- GARY S. KAPLAN, MD, Chairman and CEO of the Virginia Mason Health System Lean isn't just for manufacturing anymore . . . Few business leaders in the world have applied Lean strategy as successfully as Art Byrne has--and none has the ability to explain how to do it with such succinctness and clarity. Famous for turning around the wire management company Wiremold, where he rethought every aspect of operations from the customer's standpoint--and got everyone else in the company to do likewise--Byrne has successfully implemented Lean strategies in more than 30 companies in 14 different countries. In *The Lean Turnaround*, this legendary business leader shares everything he has learned during his remarkable career and shows how anyone can achieve similar results. His primary message is this: Lean strategy isn't just for manufacturing. In fact, Byrne is using this very approach in his present position at a private equity firm. Whatever type of company you run, Lean can be used to improve virtually every aspect of operations, from training and leading employees to accounting and payroll issues. *The Lean Turnaround* explains all the ins and outs of applying Lean strategy to: Eliminate waste in every value-added operation Deliver consistent value to customers Stimulate growth and add jobs Increase wealth for all your stakeholders Build a company culture of continuous improvement (kaizen) Instead of attempting to get customers to conform to your way of doing things--which is, sadly, what most managers are taught to do--you need to configure your company to be responsive to the customers. This is at the core of Byrne's method--and it always

works.

This is the digital copy of the printed book (Copyright © 2001). With detailed scenarios, imaginative illustrations, and step-by-step instructions, consultant and speaker Norman L. Kerth guides readers through productive, empowering retrospectives of project performance. Whether your shop calls them postmortems or postpartums or something else, project retrospectives offer organizations a formal method for preserving the valuable lessons learned from the successes and failures of every project. These lessons and the changes identified by the community will foster stronger teams and savings on subsequent efforts. For a retrospective to be effective and successful, though, it needs to be safe. Kerth shows facilitators and participants how to defeat the fear of retribution and establish an air of mutual trust. One tool is Kerth's Prime Directive: Regardless of what we discover, we must understand and truly believe that everyone did the best job he or she could, given what was known at the time, his or her skills and abilities, the resources available, and the situation at hand. Applying years of experience as a project retrospective facilitator for software organizations, Kerth reveals his secrets for managing the sensitive, often emotionally charged issues that arise as teams relive and learn from each project.

The life of lean is experiments. All authority for any sensei flows from experiments on the gemba [the place where work takes place], not from dogmatic interpretations of sacred texts or the few degrees of separation from the founders of the movement. In short, lean is not a religion but a daily practice of conducting experiments and accumulating knowledge." So writes Jim Womack, who over the past 30 years has developed a method of going to visit the gemba at countless companies and keenly observing how people work together to create value. Over the past decade, he has shared his thoughts and discoveries from these visits with the Lean Community through a monthly letter. With Gemba Walks, Womack has selected and re-organized his key letters, as well as written new material providing additional context. Gemba Walks shares his insights on topics ranging from the application of specific tools, to the role of management in sustaining lean, as well as the long-term prospects for this fundamental new way of creating value. Reading this book will reveal to readers a range of lean principles, as well as the basis for the critical lean practice of: go see, ask why, and show respect. Womack explains: \* why companies need fewer heroes and more farmers (who work daily to improve the processes and systems needed for perfect work and who take the time and effort to produce long-term improvement) \* how "good" people who work in "bad" processes become as "bad" as the process itself \* how the real practice of showing respect comes down to helping workers frame and solve their own problems \* how the short-term gains from lean tools can be translated to enduring change from lean management. \* how the lean manager has a "restless desire to continually rethink the organization's problems, probe their root causes, and lead experiments to test the best currently known countermeasures" By sharing his personal path of discovery, Womack sheds new light on the co

Expanded, updated, and more relevant than ever, this bestselling business classic by two internationally renowned management analysts describes a business system for the twenty-first century that supersedes the mass production system of Ford, the financial control system of Sloan, and the strategic system of Welch and GE. It is based on the Toyota (lean) model, which combines operational excellence with value-based strategies to produce steady growth through a wide range of economic conditions. In contrast with the crash-and-burn performance of companies trumpeted by business gurus in the 1990s, the firms profiled in Lean Thinking -- from tiny Lantech to midsized Wiremold to niche producer Porsche to gigantic Pratt & Whitney -- have kept on keeping on, largely unnoticed, along a steady upward path through the market turbulence and crushed dreams of the early twenty-first century. Meanwhile, the leader in lean thinking -- Toyota -- has set its sights on leadership of the global motor vehicle industry in this decade. Instead of constantly reinventing business models, lean thinkers go back to basics by asking what the customer really perceives as value. (It's often not at all what existing organizations and assets would suggest.) The next step is to line up value-creating activities for a specific product along a value stream while eliminating activities (usually the majority) that don't add value. Then the lean thinker creates a flow condition in which the design and the product advance smoothly and rapidly at the pull of the customer (rather than the push of the producer). Finally, as flow and pull are implemented, the lean thinker speeds up the cycle of improvement in pursuit of perfection. The first part of this book describes each of these concepts and makes them come alive with striking examples. Lean Thinking clearly demonstrates that these simple ideas can breathe new life into any company in any industry in any country. But most managers need guidance on how to make the lean leap in their firm. Part II provides a step-by-step action plan, based on in-depth studies of more than fifty lean companies in a wide range of industries across the world. Even those readers who believe they have embraced lean thinking will discover in Part III that another dramatic leap is possible by creating an extended lean enterprise for each of their product families that tightly links value-creating activities from raw materials to customer. In Part IV, an epilogue to the original edition, the story of lean thinking is brought up-to-date with an enhanced action plan based on the experiences of a range of lean firms since the original publication of Lean Thinking. Lean Thinking does not provide a new management "program" for the one-minute manager. Instead, it offers a new method of thinking, of being, and, above all, of doing for the serious long-term manager -- a method that is changing the world.

Shingo Research and Professional Publication Award recipient This workbook explains in simple, step-by-step terms how to introduce and sustain lean flows of material and information in pacemaker cells and lines, a prerequisite for achieving a lean value stream. A sight we frequently encounter when touring plants is the relocation of processing steps from departments (process villages) to product-family work cells, but too often these "cells" produce only intermittent and erratic flow. Output gyrates from hour to hour and small piles of inventory accumulate between each operation so that few of the benefits of cellularization are actually being realized; and, if the cell is located upstream from the pacemaker process, none of the benefits may ever reach the customer. This sequel to Learning to See (which focused on plant level operations) provides simple step-by-step

instructions for eliminating waste and creating continuous flow at the process level. This isn't a workbook you will read once then relegate to the bookshelf. It's an action guide for managers, engineers, and production associates that you will use to improve flow each and every day. Creating Continuous Flow takes you to the next level in work cell design where you'll achieve even greater cost and lead time savings. You'll learn: \* where to focus your continuous flow efforts \* how to create much more efficient work cells and lines \* how to operate a pacemaker process so that a lean value stream is possible \* how to sustain the gains, and keep improving Creating Continuous Flow is the next logical step after Learning to See. The value-stream mapping process defined the pacemaker process and the overall flow of products and information in the plant. The next step is to shift your focus from the plant to the process level by zeroing in on the pacemaker process, which sets the production rhythm for the plant or value stream, and apply the principles of continuous flow. Every p

This book explains in new and unique ways why sustainability has been so elusive and offers many surprising and even jarring new insights. It dissects conventional management thinking and practice which so strongly hinders managers' ability to become Lean leaders. Major obstacles are revealed, culminating in the identification of 14 key commitments that executives must make in order to sustain the Lean management system. Managers will find this book contains a wealth of practical new information and is amazingly insightful. -- Publisher details.

Interest in the phenomenon known as "lean" has grown significantly in recent years. This is the first volume to provide an academically rigorous overview of the field of lean management, introducing the reader to the application of lean in diverse application areas, from the production floor to sales and marketing, from the automobile industry to academic institutions. The volume collects contributions from well-known lean experts and up-and-coming scholars from around the world. The chapters provide a detailed description of lean management across the manufacturing enterprise (supply chain, accounting, production, sales, IT etc.), and offer important perspectives for applying lean across different industries (construction, healthcare, logistics). The contributors address challenges and opportunities for future development in each of the lean application areas, concluding most chapters with a short case study to illustrate current best practice. The book is divided into three parts: The Lean Enterprise Lean across Industries A Lean World. This handbook is an excellent resource for business and management students as well as any academics, scholars, practitioners, and consultants interested in the "lean world."

Most company's change initiatives fail. Yours don't have to. If you read nothing else on change management, read these 10 articles (featuring "Leading Change," by John P. Kotter). We've combed through hundreds of Harvard Business Review articles and selected the most important ones to help you spearhead change in your organization. HBR's 10 Must Reads on Change Management will inspire you to: Lead change through eight critical stages Establish a sense of urgency Overcome addiction to the status quo Mobilize commitment Silence naysayers Minimize the pain of change Concentrate resources Motivate change when business is good This collection of best-selling articles includes: featured article "Leading Change: Why Transformation Efforts Fail" by John P. Kotter, "Change Through Persuasion," "Leading Change When Business Is Good: An Interview with Samuel J. Palmisano," "Radical Change, the Quiet Way," "Tipping Point Leadership," "A Survival Guide for Leaders," "The Real Reason People Won't Change," "Cracking the Code of Change," "The Hard Side of Change Management," and "Why Change Programs Don't Produce Change."

Taking the mystery out of Six Sigma implementation This easy-to-understand reference in the popular Demystified series teaches the methods of Six Sigma, explains their applications, and tests expertise without confusing statistics and formulas. Expert Paul Keller and Six Sigma guru Tom Pyzdek describe helpful tools for Six Sigma teams, identifying their uses, limitations, and application during multiple stages of DMAIC. They also outline additional tools for full effectiveness and provide necessary calculations and assumptions. In addition, they provide: Detailed examples and diagrams Practical exercises and complete solutions A final exam to test overall knowledge Materials ideal for self-study or for training groups of Black Belts and Green Belts

As consumers, we have a greater selection of higher quality goods & services to choose from, yet our experience of obtaining & using these items is more frustrating than ever. At the same time, companies find themselves with declining customer loyalty & greater challenges in fulfilling orders. This text offers solutions to these problems.

Lean Thinking, 1st Ed. Productivity Press

"Mike Woods urges his retired father into helping out a friend's failing company. But for Bob Woods, another struggle to introduce lean manufacturing quickly rehashes production battles that he's long since fought. And not even the senior Woods, son Mike, or friend Phil and his colleagues really grasp what's in store for them."--Cover.

Lean Thinking was launched in the fall of 1996, just in time for the recession of 1997. It told the story of how American, European, and Japanese firms applied a simple set of principles called 'lean thinking' to survive the recession of 1991 and grow steadily in sales and profits through 1996. Even though the recession of 1997 never happened, companies were starving for information on how to make themselves leaner and more efficient. Now we are dealing with the recession of 2001 and the financial meltdown of 2002. So what happened to the exemplar firms profiled in Lean Thinking? In the new fully revised edition of this bestselling book those pioneering lean thinkers are brought up to date. Authors James Womack and Daniel Jones offer new guidelines for lean thinking firms and bring their groundbreaking practices to a brand new generation of companies that are looking to stay one step ahead of the competition.

Dieciséis años después de su primera edición en 1996, el libro Lean Thinking sigue considerándose uno de los manuales de referencia del management y clave para entender el concepto del pensamiento Lean: el sistema más idóneo para crear valor y, al mismo tiempo, evitar los despilfarros en cualquier organización. Ahora que todas las economías del mundo están experimentando grandes cambios, los mercados bursátiles se derrumban y las empresas más importantes de los años noventa atraviesan una tortuosa trayectoria, esta obra se convierte en más indispensable que nunca. Sólo conseguirán afrontar con éxito estas adversidades, tal y como advierten los autores, las compañías que adopten el pensamiento Lean, como Toyota, ya que crearán un valor sostenible para sus clientes, empleados y

propietarios. En esta edición revisada y actualizada en 2003, además de la diversidad de documentación práctica que incorporaba la primera edición, Womack y Hones relatan la incesante evolución del desarrollo del pensamiento Lean, y también nos muestran una gran variedad de nuevas herramientas dirigidas a la aplicación exitosa de dicho pensamiento.

In this title we meet Steve, a senior leader in a construction business as he receives news of a failed tender bid. He looks at a comparative review of two projects recently completed by his company. The two schemes were similar, but the second project outperformed the first through lean thinking. What does Steve have to lose?

"Bohdan W. Oppenheim has pulled together experience-based insights of experts across industry, government, and academia into a comprehensive sourcebook for lean systems engineering principles and practices. This book can educate those new to lean engineering, as well as provide new insights and enablers that best-in-class organizations will want to adopt." —Dr. Donna H. Rhodes, Principal Research Scientist, SEArI and LAI, Massachusetts Institute of Technology "Lean for Systems Engineering is targeted at the practitioner who is trying to make systems engineering more effective in her or his organization or program, yet its scholarly underpinnings make the text very suitable for teachers. Educators and trainers who wish to weave lean thinking into their systems engineering curriculum will find this an invaluable text." —Earl M. Murman, Ford Professor of Engineering Emeritus, Massachusetts Institute of Technology "At last, a book that distills years of research and scholarly inquiry into a concise and coherent form for both the student and practitioner. This book will become the favored guide and 'must read' for any engineer and manager trying to establish and maintain lean practices and principles in their systems engineering/product development processes. —J. Robert Wirthlin, PhD, Lt. Col., USAF, Program Director of the Graduate Research and Development Management Program, Air Force Institute of Technology Visiting Faculty, U.S. Air Force Center for Systems Engineering "A vital contribution to linking lean practices to systems engineering. I will definitely use it as a reference for my course and writings on a value approach to product and system development." —Dr. Stanley I. Weiss, Consulting Professor, Dept. of Aeronautics and Astronautics, Stanford University "Taking the opportunity to develop and refine the Lean Enablers for Systems Engineering provided clear direction for Lean Engineering Accelerated Planning at Rockwell Collins. The Lean Enablers form a solid basis for Lean Product Development. Following this checklist and methodology promotes Lean value and waste elimination—and commonsense best practices." —Deborah A. Secor, Principal Project Manager and Lean Master, Rockwell Collins "Bo Oppenheim has been at the forefront of lean systems engineering for the better part of the last decade...An ardent advocate of lean systems engineering, the author has offered an honest appraisal of where lean systems engineering stands today. Practitioners interested in lean systems engineering will find the Lean Enablers especially useful."— Azad M. Madni, PhD, Professor and Director, SAE Program, Viterbi School of Engineering; Professor, Keck School of Medicine, University of Southern California

In *Large-Scale Scrum*, Craig Larman and Bas Vodde offer the most direct, concise, actionable guide to reaping the full benefits of agile in distributed, global enterprises. Larman and Vodde have distilled their immense experience helping geographically distributed development organizations move to agile. Going beyond their previous books, they offer today's fastest, most focused guidance: "brass tacks" advice and field-proven best practices for achieving value fast, and achieving even more value as you move forward. Targeted to enterprise project participants and stakeholders, *Large-Scale Scrum* offers straight-to-the-point insights for scaling Scrum across the entire project lifecycle, from sprint planning to retrospective. Larman and Vodde help you: Implement proven Scrum frameworks for large-scale developments Scale requirements, planning, and product management Scale design and architecture Effectively manage defects and interruptions Integrate Scrum into multisite and offshore projects Choose the right adoption strategies and organizational designs This will be the go-to resource for enterprise stakeholders at all levels: everyone who wants to maximize the value of Scrum in large, complex projects.

At Clay Bottom Farm, author Ben Hartman and staff practice kaizen, or continuous improvement, cutting out more waste—of time, labor, space, money, and more—every year and aligning their organic production more tightly with customer demand. Applied alongside other lean principles originally developed by the Japanese auto industry, the end result has been increased profits and less work. In this field-guide companion to his award-winning first book, *The Lean Farm*, Hartman shows market vegetable growers in even more detail how Clay Bottom Farm implements lean thinking in every area of their work, including using kanbans, or replacement signals, to maximize land use; germination chambers to reduce defect waste; and right-sized machinery to save money and labor and increase efficiency. From finding land and assessing infrastructure needs to selling perfect produce at the farmers market, *The Lean Farm Guide to Growing Vegetables* digs deeper into specific, tested methods for waste-free farming that not only help farmers become more successful but make the work more enjoyable. These methods include: Using Japanese paper pot transplanters Building your own germinating chambers Leaning up your greenhouse Making and applying simple composts Using lean techniques for pest and weed control Creating Heijunka, or load-leveling calendars for efficient planning Farming is not static, and improvement requires constant change. *The Lean Farm Guide to Growing Vegetables* offers strategies for farmers to stay flexible and profitable even in the face of changing weather and markets. Much more than a simple exercise in cost-cutting, lean farming is about growing better, not cheaper, food—the food your customers want.

A practical, systems-based approach for a more sustainable farming operation To many people today, using the words “factory” and “farm” in the same sentence is nothing short of sacrilege. In many cases, though, the same sound business practices apply whether you are producing cars or carrots. Author Ben Hartman and other young farmers are increasingly finding that incorporating the best new ideas from business into their farming can drastically cut their wastes and increase their profits, making their farms more environmentally and economically sustainable. By explaining the lean system for identifying and eliminating waste and introducing efficiency in every aspect of the farm operation, *The Lean Farm* makes the case that small-scale farming can be an attractive career option for young people who are interested in growing food for their community. Working smarter, not harder, also prevents the kind of burnout that start-up farmers often encounter in the face of long, hard, backbreaking labor. Lean principles grew out of the Japanese automotive industry, but they are now being followed on progressive farms around the world. Using examples from his own family’s one-acre community-supported farm in Indiana, Hartman clearly instructs other small farmers in how to incorporate lean practices in each step of their production chain, from starting a farm and harvesting crops to training employees and selling goods. While the intended audience for this book is small-scale farmers who are part of the growing local food movement, Hartman’s prescriptions for high-value, low-cost production apply to farms and businesses of almost any size or scale that hope to harness the power of lean in their production processes.

The first edition of this highly acclaimed publication received a Shingo Research and Professional Publication Prize in 2009. Explaining how to create and sustain a Lean business, it followed Cogent Power’s first two Lean Roadmaps along their journey. Since then, much has changed. Several members of Cogent Power’s senior management have moved on, s

A Practical, Hands-on Guide to Lean Manufacturing This real-world resource offers proven solutions for implementing lean manufacturing in an enterprise environment, covering the engineering and production aspects as well as the business culture concerns. Filled with detailed examples, the book focuses on the rapid application of lean principles so that large, early financial gains can be made. *How to Implement Lean Manufacturing* explains Toyota Production System (TPS) practices and specifies the distinct order in which lean techniques should be applied to achieve maximum gains. Global case studies illustrate successes and pitfalls of lean manufacturing initiatives. Discover how to: Rigorously test and retest the state of your "leanness" with unique evaluators Develop and deploy plant-wide strategies and goals Improve speed and quality and dramatically reduce costs Reduce variation in the manufacturing system in order to reduce inventory Reduce lead times to enable improved responsiveness and flexibility Synchronize production and supply to the customer Create flow and establish pull-demand systems Perform system-wide and specific value-stream evaluations Generate a comprehensive list of highly

focused Kaizen activities Sustain process gains Manage constraints and reduce bottlenecks Implement cellular manufacturing

A groundbreaking and revolutionary book that will transform how lean is understood, practiced, and used within organizations A lean strategy is about gaining a competitive edge by offering better quality products at competitive prices and making a sustainable profit by eliminating waste through engaging employees in discovering deeper ways to think about their own jobs and smarter ways of working together. In its current form, lean has been radically effective, but its true powers have yet to be harnessed. Lean Strategy harnesses that power and delivers a new way of creating value from lean. Leading lean experts address popular misconceptions about the basics of lean/TPS, showing the true purpose of tools, methods, and attitudes that leverage the intelligence of every employee doing the work. You'll learn how to think—and then act—differently, tapping the power of every person in your organization in a disciplined manner that generates unparalleled, sustainable success that is responsive to today's most pressing challenges

Senior experts within the Toyota Production System often draw simple maps when on the shop floor. These maps show the current physical flow of a product family and the information flow for that product family as the wind through a complex facility making many products. Much more important, these simple maps - often drawn on scrap paper - show where steps can be eliminated, flows smoothed, and pull systems introduced in order to create a truly lean value stream for each product family. In 1998 John Shook and Mike Rother of the University of Michigan wrote down Toyota's mapping methodology for the first time in Learning to See. This simple tool makes it possible for you to see through the clutter of a complex plant. You'll soon be able to identify all of the processing steps along the path from raw materials to finished goods for each product and all of the information flows going back from the customer through the plant and upstream to suppliers. In plain language and with detailed drawings, this workbook explains everything you will need to create accurate current state and future state maps for each of your product families and then to turn the current state into the future state rapidly and sustainably.

In this completely revised and updated edition of the customer service classic, Carl Sewell enhances his time-tested advice with fresh ideas and new examples and explains how the groundbreaking "Ten Commandments of Customer Service" apply to today's world. Drawing on his incredible success in transforming his Dallas Cadillac dealership into the second largest in America, Carl Sewell revealed the secret of getting customers to return again and again in the original Customers for Life. A lively, down-to-earth narrative, it set the standard for customer service excellence and became a perennial bestseller. Building on that solid foundation, this expanded edition features five completely new chapters, as well as significant additions to the original material, based on the lessons Sewell has learned over the last ten years. Sewell focuses on the expectations and demands of contemporary consumers and employees, showing that businesses can remain committed to quality service in the fast-paced new millennium by sticking to his time-proven approach: Figure out what customers want and make sure they get it. His "Ten Commandants" provide the essential guidelines, including: • Underpromise, overdeliver: Never disappoint your customers by charging them more than they planned. Always beat your estimate or throw in an extra service free of charge. • No complaints? Something's wrong: If you never ask your customers what else they want, how are you going to give it to them? • Measure everything: Telling your employees to do their best won't work if you don't know how they can improve.

In his best-selling book Japanese Manufacturing Techniques, Richard J. Schonberger revolutionized American manufacturing theory and, more important, practice. In that breakthrough book, he revealed that Japanese manufacturing excellence was not culturally bound. Offering the first demystified explanation of the simple techniques that fueled Japan's industrial success, he demonstrated how the same methods could be put to work as effectively in U.S. plants.

You have what it takes to start a business...but only if it's the right business for you. At the startup stage, before all of the marketing studies and prototypes, your most important source of competitive advantage is how well you understand yourself and can harness the passion inside you. The Startup Garden walks you through the process of determining what type of business best fits your hopes, dreams, and experiences. Unique among books of its type, it helps you take an honest look at yourself to determine who you are, what you care about, and what you are good at before you engage in the nuts-and-bolts tasks of starting your business and controlling your own destiny. From there, each chapter focuses on a particular skill you will need to operate your enterprise, providing a step-by-step examination of the business, financial, managerial, and marketing skills required to make your dream business a reality. Dozens of interviews with now-successful entrepreneurs, along with case studies and examples, show you how others have set their businesses up from financial reporting necessities to tips on handling employees to techniques for expansion and illustrate how to handle the inevitable difficulties along the way. Filled with worksheets and practical advice from those who came before you, and have made their way down the same path you're now considering, this no-nonsense guidebook discusses: How to determine what truly matters to you and what you are good at, then combine the two into a career Where to find the money to fuel your new business, from personal assets to investors to business loans 10 Classic Bootstrapping Tips From using college interns to haggling, proven ways to stretch your limited cash When you start an enterprise, you are the enterprise. As the enterprise grows and develops, so will you. Wherever you are in the process of launching a business, from the initial idea to the eventual need for growth and diversification, The Startup Garden will help you to ensure that your new business has the proper foundation for survival, success and growth by first helping you ensure that the business is right for you.

In this book, author Nate Furuta, former chair and CEO of Toyota Boshoku America Inc., shares the story of his decades of experience directly leading the establishment of Toyota cultures outside Japan. Furuta was the first Toyota employee on the ground at New United Motor Manufacturing Inc. (NUMMI), Toyota's joint venture in California with General Motors, where he directly led the establishment of the most revolutionary labor-management agreement in the history of the US auto industry. In addition, Furuta was the first Toyota employee on the ground in Georgetown Kentucky at Toyota's first full-scale, wholly owned manufacturing operation outside Japan, where he led (working directly with President Fujio Cho) the establishment of Toyota's general management systems and culture there. This book tells the stories of establishing successful operations in those two iconic organizations as well as others. Furuta reveals details, both stories and process descriptions that only he can tell. He takes you along as he and others lead Toyota's intense globalization from the early 1980s to recent days. He introduces you to the critical leaders in Toyota's history, such as Taiichi Ohno and Fujio Cho as well as Kenzo Tamai, the head of the company's HRM function in the 1980s. This book is not about human-resource management (HRM) policies and procedures. It provides a deep dive into the way senior leaders embody deep awareness of HRM matters, developing and executing company strategy while at the same time developing organizational capability. The role of senior leaders isn't just a matter of directing the company to achieve objectives; it is a matter of building the capability to achieve those objectives, consistently, and further developing capability as it executes. Key to this is to develop the awareness, attitude, capability, and practice of identifying problems as progress is made toward achieving objectives, which is, in fact, attained through steadily eliminating each problem as it arises. This becomes a self-reinforcing loop of the organization, tapping in to the essence of solving problems while simultaneously developing ever better problem-solving skills and better problem solvers. This loop propels an organization toward meeting its purpose while developing capability for capability development. Essentially, this book reveals Toyota's general management systems from the firsthand experience of a Toyota Japanese senior manager and describes, with stories and process examples, the attitude, behaviors, and systems needed to successfully establish and lead in a true Lean business environment.

In the search for ever greater profits & efficiency, downsizing and re-engineering are inadequate. The authors maintain that Lean Thinking can improve a company through a series of simple ideas and a new concept of the meaning of value.

A revised edition offers insight into how to implement an efficiency system and cost-cutting strategies that are based on what customers really want, outlining a process of creating value, explaining how to identify and remove unnecessary steps, and making suggestions on how to reduce lead time. 40,000 first printing.

The ability to bring new and innovative products to market rapidly is the prime critical competence for any successful consumer-driven company. All industries, especially automotive, are slashing product development lead times in the current hyper-competitive marketplace. This book is the first to thoroughly examine and analyze the truly effective product development methodology that has made Toyota the most forward-thinking company in the automotive industry. Winner of the 2007 Shingo Prize For Excellence In Manufacturing Research! In *The Toyota Product Development System: Integrating People, Process, and Technology*, James Morgan and Jeffrey Liker compare and contrast the world-class product development process of Toyota with that of a U.S. competitor. They use extensive examples from Toyota and the U.S. competitor to demonstrate value stream mapping as an extraordinarily powerful tool for continuous improvement. Through examples and case studies, this book illustrates specific techniques and proven practices for dealing with challenges associated with product development, such as synchronizing multiple disciplines, multiple function workload leveling, compound process variation, effective technology integration, and knowledge management. Readers of this book can focus on optimizing the entire product development value stream rather than focus on a specific tool or technology for local improvements.

When James Womack, Daniel Jones, and Daniel Roos wrote *THE MACHINE THAT CHANGED THE WORLD* in 1990, Japanese automakers, and Toyota in particular, were making a strong showing by applying the principles of lean production. However, the full power of lean principles was unproven, and they had not been applied outside of the auto industry. Today, the power of lean production has been conclusively proved by Toyota's unparalleled success, and the concepts have been widely applied in many industries. Based on MIT's pioneering global study of industrial competition, *THE MACHINE THAT CHANGED THE WORLD* offers a groundbreaking analysis of the entire lean business system, including product development, supplier management, sales, service, and production - an analysis even more relevant today as GM and Ford struggle to survive and a wide range of British and American companies embrace lean production. A new Foreword by the authors brings the story up to date and details how their predictions were right. As a result, this reissue of a classic is as insightful and instructive today as when it was first published.

[Copyright: 24fd45b8aa3425c8f59c4d2f3f8e6277](#)