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Drawn from original research and real-

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world examples, The Toyota Way to Service Excellence will help you make the leap to Lean. Dr. Jeffrey K. Liker is Professor of Industrial and Operations Engineering at the University of Michigan and President of Liker Lean Advisors.

The Toyota Way to Service Excellence:

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excellence in implementing Lean
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each key principle with detailed, examples
from Toyota and other Lean companies on
how to: foster an atmosphere of
continuous improvement and learning;
create continuous process 'flow' to unearth
problems; satisfy customers (and eliminate

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waste at the same time); grow your leaders rather than purchase them; get quality right the first time; and ...

The Toyota Way: 14 Management Principles from the World's ...

The Toyota Way is our simple framework for applying Toyota's Guiding Principles

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and building the kind of company we want to be. The Toyota Way defines the fundamental values and business methods all our people should apply in every aspect of their day-to-day work, at every level of the company, worldwide. It is the foundation of our corporate culture.

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The Toyota Way: our values and way of working

In his book Liker calls the Toyota Way "a system designed to provide the tools for people to continually improve their work." According to Liker, the 14 principles of The Toyota Way are organized in four sections: (1) long-term philosophy, (2) the

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right process will produce the right results,
(3) add value to the organization by
developing your people, and (4)
continuously solving root problems drives
organizational learning. Long-term
philosophy

The Toyota Way - Wikipedia

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Professor Jeffrey Liker in his book *The Toyota Way* lists these 14 principles as follows: Principle 1 □ Base your management decisions on a long-term philosophy, even at the expense of short-term financial goals. Principle 2 □ Create a continuous process flow to bring problems to the surface. Principle 3

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The Toyota Way - Book Series

The Toyota Way is a set of principles and behaviors that underlie the Toyota Motor Corporation's managerial approach and production system. Toyota first summ...

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The Toyota Way to Service Excellence. A must-read for service professionals of every level, this essential book takes the proven Lean principles of the bestselling Toyota Way series and applies them

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directly to the industries where quality of service is crucial for success. Jeff Liker and Karyn Ross show you how to develop Lean practices throughout your organization using the famous 4P model.

The Toyota Way to Service Excellence -
Shingo Institute

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At long last, *The Toyota Way to Service Excellence* provides leaders of service organizations a comprehensive guide to the thinking and practices underlying Toyota's revolutionary and world-changing approach to lean operations management. H. Thomas Johnson, Emeritus Professor of Business, Portland

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University (Oregon)

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The Toyota Way is a comprehensive expression of the company's management philosophy, which is based on the two foundational principles of Continuous

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Improvement (kaizen) and Respect for People . Toyota documented the company's management philosophy in 2001 but has not made the document publicly available.

What is Toyota Way? - Definition from
WhatIs.com

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Instead of an "airport speed-read," The Toyota Way to Service Excellence is more of a graduate course - with great professors! This makes sense since Dr. Jeffrey Liker has been a professor for over 30 years. Co-author Karyn Ross brings real and imagined examples to life with her hands-on experience in the service

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Lean for Service | Lean Frontiers Direct
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processes turns out to be important for the
country. They point out that based on U.S.

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Bureau of Labor Statistics, "by 2022 the service sector will account for 90 percent of the jobs that will be added to the American economy."

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