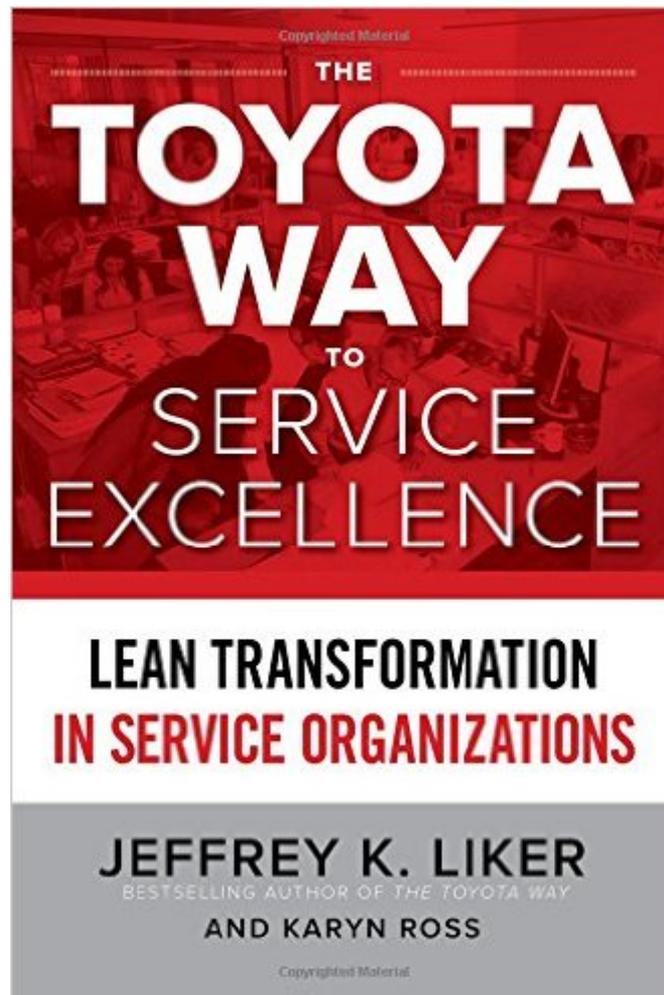


The book was found

The Toyota Way To Service Excellence: Lean Transformation In Service Organizations



Synopsis

The world's bestselling Lean expert shows service-based organizations how to go Lean, gain value, and get results • The Toyota Way. 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 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. Whether you are an executive, manager, consultant, or frontline worker who deals with customers every day, you'll learn how to take advantage of all Lean has to offer. With this book as your guide, you'll gain a clear understanding of Lean and discover the principles, practices and tools needed to develop people and processes that surprise and delight each of your customers. These ground-tested techniques are designed to help you make continuous improvements in your services, streamline your operations, and add ever-increasing value to your customers. Fascinating case studies of Lean-driven success in a range of service industries, including healthcare, insurance, financial services, and telecommunications, illustrate that Lean principles and practices work as well in services as they do in manufacturing. Drawn from original research and real-world examples, The Toyota Way to Service Excellence will help you make the leap to Lean.

Book Information

Hardcover: 448 pages

Publisher: McGraw-Hill Education; 1 edition (September 20, 2016)

Language: English

ISBN-10: 1259641104

ISBN-13: 978-1259641107

Product Dimensions: 7.8 x 1.4 x 9.3 inches

Shipping Weight: 1.6 pounds (View shipping rates and policies)

Average Customer Review: 5.0 out of 5 stars See all reviews (1 customer review)

Best Sellers Rank: #184,174 in Books (See Top 100 in Books) #80 in Books > Business & Money > Management & Leadership > Quality Control & Management > Total Quality Management #119 in Books > Business & Money > Industries > Service #130 in Books > Business & Money > Management & Leadership > Quality Control & Management > Quality Control

Customer Reviews

The Toyota Way to Service Excellence by Jeffery K. Liker & Karyn Ross First, I highly recommend

this book. As a retired Vice President of Quality Assurance, Plant Manager and college professor I am very familiar with and have used the Toyota methods extensively. In my experience I have found it is much more difficult to get buy-in to the Toyota way from service and administrative personnel than from manufacturing personnel. Liker and Ross have done an excellent job showing why and how the Toyota way can work in the service areas. They also did a great job showing why it must be done if organizations want to be more successful. I must caution that one size does not fit all and each organization must implement in a way that fits their organization. I received a free copy of The Toyota Way to Service Excellence by Jeffery K. Liker & Karyn Ross from NetGalley in exchange for my honest review. Many thanks to NetGalley.

[Download to continue reading...](#)

LEAN: Lean Tools - 5S (Lean, Lean Manufacturing, Lean Six Sigma, Lean 5S, Lean StartUp, Lean Enterprise) (LEAN BIBLE Book 3) The Toyota Way to Service Excellence: Lean Transformation in Service Organizations Lean Six Sigma: and Lean QuickStart Guides - Lean Six Sigma QuickStart Guide and Lean QuickStart Guide (Lean Six Sigma For Service, Lean Manufacturing) LEAN: Lean Bible - Six Sigma & 5S - 3 Manuscripts + 1 BONUS BOOK (Lean Thinking, Lean Production, Lean Manufacturing, Lean Startup, Kaizen) Lean: QuickStart Guide - The Simplified Beginner's Guide To Lean (Lean, Lean Manufacturing, Lean Six Sigma, Lean Enterprise) The Cleveland Clinic Way: Lessons in Excellence from One of the World's Leading Health Care Organizations: Lessons in Excellence from One of the World's ... Care Organizations VIDEO ENHANCED EBOOK The Toyota Way to Healthcare Excellence: Increase Efficiency and Improve Quality with Lean (ACHE Management) The Toyota Way to Lean Leadership: Achieving and Sustaining Excellence Through Leadership Development Kanban, The Kanban guide, For the Business, Agile Project Manager, Scrum Master, Product Owner and Development Support Team (Toyota way, Toyota,) Toyota Culture: The Heart and Soul of the Toyota Way The Toyota Way to Continuous Improvement: Linking Strategy and Operational Excellence to Achieve Superior Performance Lean Enterprise: How High Performance Organizations Innovate at Scale (Lean (O'Reilly)) A Lean Guide to Transforming Healthcare: How to Implement Lean Principles in Hospitals, Medical Offices, Clinics, and Other Healthcare Organizations The 12 Principles of Manufacturing Excellence: A Lean Leader's Guide to Achieving and Sustaining Excellence, Second Edition The Food Service Professional Guide to Controlling Restaurant & Food Service Operating Costs (The Food Service Professional Guide to, 5) (The Food Service Professionals Guide To) The Food Service Professional Guide to Controlling Restaurant & Food Service Food Costs (The Food Service Professional Guide to, 6) (The Food Service Professionals Guide To) Lean Six Sigma: The Ultimate

Guide To Lean Six Sigma With Tools For Improving Quality And Speed! (Lean, Six Sigma, Quality Control) Lean Six Sigma: Value Stream Mapping: Simplified Beginner's Guide to Eliminating Waste and Adding Value with Lean (Lean, Six Sigma, Quick Start Beginner's Guide, Quality Control) The Cleveland Clinic Way: Lessons in Excellence from One of the World's Leading Health Care Organizations The Cleveland Clinic Way: Lessons in Excellence from One of the World's Leading Healthcare Organizations

[Dmca](#)