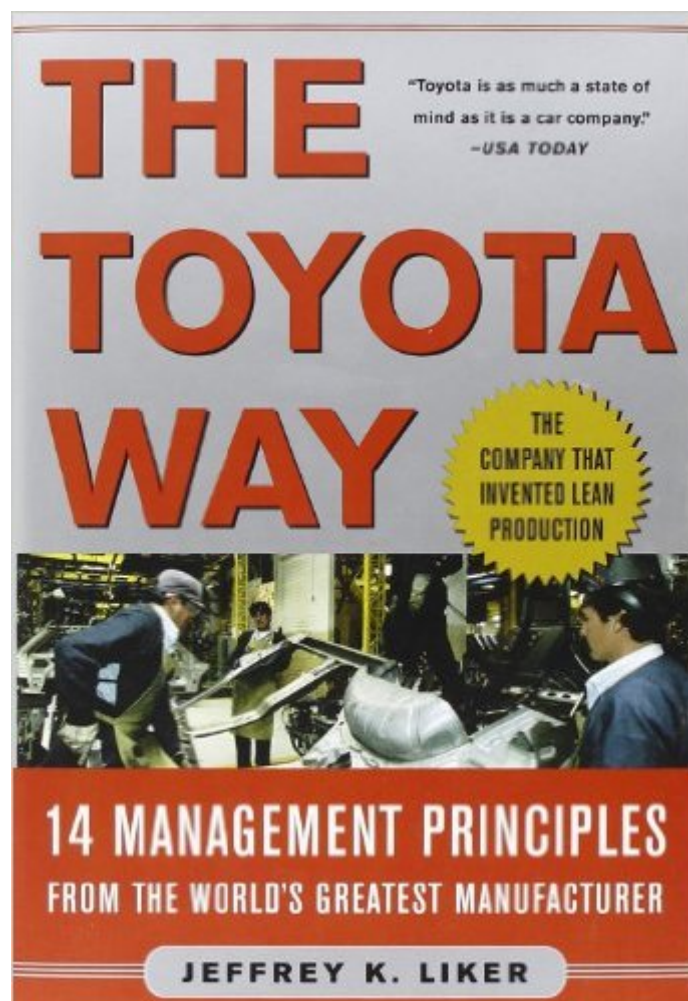


The book was found

# The Toyota Way: 14 Management Principles From The World's Greatest Manufacturer



## Synopsis

How to speed up business processes, improve quality, and cut costs in any industry In factories around the world, Toyota consistently makes the highest-quality cars with the fewest defects of any competing manufacturer, while using fewer man-hours, less on-hand inventory, and half the floor space of its competitors. The *Toyota Way* is the first book for a general audience that explains the management principles and business philosophy behind Toyota's worldwide reputation for quality and reliability. Complete with profiles of organizations that have successfully adopted Toyota's principles, this book shows managers in every industry how to improve business processes by:

- Eliminating wasted time and resources
- Building quality into workplace systems
- Finding low-cost but reliable alternatives to expensive new technology
- Producing in small quantities
- Turning every employee into a qualitycontrol inspector

## Book Information

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## Customer Reviews

This book puts Toyota back where it belongs: front and center in the world of the lean enterprise. The idea that Toyota just originated lean and that others have since taken it further is a fallacy that has lately been creeping into publications and conference presentations. The reality is that Toyota is still far ahead and that the vast majority of companies that claim to be lean are only "kinda, sorta" lean, with managements that simply have not understood the approach. The book has a visible structure that the reader can use to zoom in on topics of interest. Fourteen principles are stated upfront, and then a chapter is devoted to each of these principles. The writing is clear, and many

outside sources are acknowledged with a thoroughness that is uncommon in business books. In particular, 28 Toyota executives are acknowledged or quoted, which gives the book the flavor of an authorized rendition of the company's philosophy. The book's greatest strength, the closeness of the author to the company's management, is also its main limitation. As an academic, the author could have assumed a less worshipful stance. For example, rather than taking management statements about wanting to do right for society as a whole at face value, he might have pointed out that they sound like obligatory recitations of Confucian values, and that it is arguable that flooding the world with cars is in the best interest of the human race. Also, without attacking the company, he could have made its portrayal more nuanced and vivid by including more points of view, such as those of line workers and former employees who may have a different perspective than current top managers.

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