

The Toyota Way to Service Excellence: Lean Transformation in Service Organizations

Jeffrey K. Liker, Karyn Ross
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**LEAN TRANSFORMATION
IN SERVICE ORGANIZATIONS**

JEFFREY K. LIKER
BESTSELLING AUTHOR OF *THE TOYOTA WAY*
AND KARYN ROSS

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Jeffrey K. Liker, Karyn Ross : The Toyota Way to Service Excellence: Lean Transformation in Service Organizations before purchasing it in order to gauge whether or not it would be worth my time, and all praised The Toyota Way to Service Excellence: Lean Transformation in Service Organizations:

0 of 0 people found the following review helpful. Another interesting work from professor Jeff Liker By Customer I'm still through to chapter 5, but the book is very nice and interesting. Liker usual, author Jeff Liker explains the Toyota amazing way and simplify the Toyota approach to lean and how this is implementable out of the manufacturing thing.

Lean is a strategy, and implementable in anywhere. Service organizations will highly benefit from this book. 0 of 0 people found the following review helpful. Five Stars
By Customer
Very good read, not about Toyota itself if you don't know the subject matter
3 of 3 people found the following review helpful. Perfect book for lean philosophy related to a service organization
By Josh
Before reading this book I read Liker's "The Toyota Way." I loved the philosophy of the Toyota Way, but was less sure how to apply what I learned to my industry (service and entertainment). I wish I'd read this book first! It covers much of the same ground, but from a service organization's perspective. I particularly loved the examples of a lean transformation in a call center situation (though they were a little optimistic -- has anyone the authors worked with ever been that eager to make changes? No one I've ever worked with has). The bottom line is that if you're interested in lean thinking or the Toyota Way but work in a service organization THIS is the book you should read TO START. I still recommend "The Toyota Way" because it offers a little more information about some specific tools, but if you're just going to read one and you work in service this is the one for you. It covers philosophy more than tools, so it's a great introduction to the whole concept (something like the Toyota Way Fieldbook may offer more tools if that's what you're looking for).

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.

"The book successfully extends the concepts and principles of the Toyota Way to service operations. From a sales perspective, examiners expect it to become the next "lean book" on the most wanted list. It is that well written and contains all the right concepts, information, and examples."