
The Toyota Way To Service Excellence Lean Transformation In Service Organizations By Jeffrey K Liker Karyn Ross Doug Greene McGraw Hill Education

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June 3rd, 2020 - in 2016 he published the toyota way to service excellence and coauthored a lean transformation business novel called trenches his articles and books have won thirteen shingo prizes for research excellence in 2012 he was inducted into the association of manufacturing excellence hall of fame and in 2016 inducted into the shingo academy'

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