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by Jeff Liker and

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first book, The

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game changer for
me. The points he
made kept me up at
night.

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The Toyota Way to
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Drawn from original
research and real-
world examples,
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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.

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principles of the
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techniques and
tools. Dr. Liker
explains each key
principle with

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detailed, examples
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other Lean
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to: foster an
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improvement and
learning; create
continuous process
'flow' to unearth
problems; satisfy
customers (and
eliminate waste at

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

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methods all our
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in every aspect of
their day-to-day
work, at every level
of the company,

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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

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work." According to
Liker, the 14
principles of The
Toyota Way are
organized in four
sections: (1) long-
term philosophy,
(2) the right
process will
produce the right
results, (3) add
value to the
organization by
developing your

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people, and (4)
continuously
solving root
problems drives
organizational
learning. Long-term
philosophy

The Toyota Way -
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Professor Jeffrey
Liker in his book
The Toyota Way
lists these 14

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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.

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Jeff Liker and
Karyn Ross show
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Thomas Johnson,
Emeritus Professor
of Business,
Portland State
University
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The Toyota Way is
a comprehensive
expression of the

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company's
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based on the two
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documented the
company's
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philosophy in 2001

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read, ” The Toyota
Way to Service
Excellence is more
of a graduate
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Service! 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 sector.

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Country. They point
out that based on
U.S. Bureau of
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“ by 2022 the
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account for 90
percent of the jobs
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