

Recommended Reading:

Dennis, Pascal. Getting the Right Things Done. Cambridge, MA: Lean Enterprise Institute, 2006.

Liker, Jeffrey K. Toyota Way: 14 Management Principles From the World's Greatest Manufacturer. New York: McGraw-Hill, 2004

Shook, John. Managing to Learn: Using the A3 Management Process to Solve Problems, Gain Agreement, Mentor and Lead. Cambridge, MA: Lean Enterprise Institute, 2008.

Tapping, Don and Tom Shuker. Value Stream Management for the Lean Office. New York: Productivity Press, 2003.

Womack, James P. The Machine That Changed the World: The Story of Lean Production. New York: Harper Perennial, 1991

Imai, Masaaki. Gemba Kaizen: A commonsense, low-cost approach to Management. Singapore McGraw-Hill 2001

Gawande, Atul. The Checklist Manifesto. USA, Picador 2011

Balle Freddy and Balle Michael. The Gold Mine. USA, Lean Enterprise Inc

Balle Freddy and Balle Michael. The Lean Manager, A Novel of Lean Transformation. USA, Lean Enterprise Inc

Miller, Wroblewski, Villapuerete. Creating a Kaizen Culture

Websites

The Institute for Healthcare Improvement (IHI) in the USA believes that everyone deserves safe and effective health care, and they have been working with health care providers and leaders throughout the world to fulfil that promise. **www.ihl.org**

The Lean enterprise Academy is a non-profit Academy based in the UK. It is a core member of the Lean global Network established by the Lean enterprise Institute in the USA. The website has interesting articles, a message/discussion board and general helpful information **www.leanuk.org**

This is the Lean Enterprise Institute and is the US version of the UK Lean enterprise Academy and has similar info but with slightly N American flavour. You can sign up for Jim Womack's; monthly newsletter **www.lean.org**

This website reflects the NZ Auckland office of Kaizen Institute, monthly updates etc **www.nz.kaizen.com**

This website has some great tips/tricks and readings **www.evolvingexcellence.com**