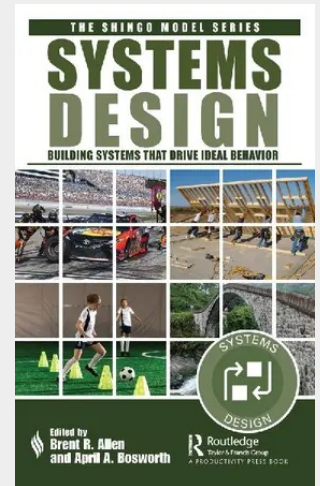


Systems Design

Building Systems that Drive Ideal Behavior

The ground-breaking Shingo Model of 2008 introduced principles, systems, tools, and results. At that time, however, the systems element of the model did not receive the in-depth attention that other parts of the model did. As a result, organizations developed their own concept of systems. Some organizations have identified hundreds of systems and tools. In fact, the distinction between a system and a tool was not clearly defined until recently with the introduction of the Shingo SYSTEMS DESIGN workshop and the information discussed in this book. With the development of the workshop, the Shingo Institute is now teaching the three essential systems—work, improvement, and management—as well as the five required communication tools that are necessary to improve an organization. You'll find that when these systems are formalized, they work together to help create organizational excellence. With Systems Design: Building Systems that Drive Ideal Behavior you'll learn how to formalize the process of creating these three systems. In addition, a new tool, the Shingo system design map, is introduced. This book also details how you can improve the connections you've already made between the tools, systems, results, and principles of the Shingo Model.

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79,20 €

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Lieferfrist: bis zu 10 Tage

Artikelnummer: 9781032213101
Medium: Buch
ISBN: 978-1-032-21310-1
Verlag: Productivity Press
Erscheinungstermin: 15.04.2022
Sprache(n): Englisch
Auflage: 1. Auflage 2022
Serie: The Shingo Model Series
Produktform: Gebunden
Gewicht: 417 g
Seiten: 162
Format (B x H): 161 x 240 mm

