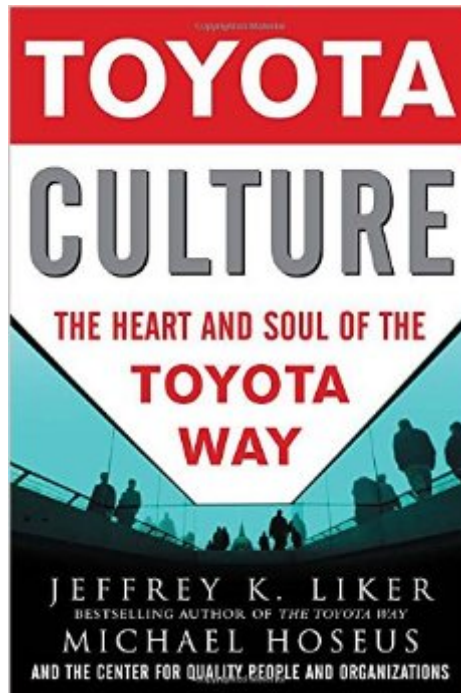


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# Toyota Culture: The Heart And Soul Of The Toyota Way



## Synopsis

Winner of the Shingo Prize for Research and Professional Publication, 2009 The international bestseller *The Toyota Way* explained the company's success by introducing a revolutionary 4P model for organizational excellence-Philosophy, People, Process, and Problem Solving. Now, in *Toyota Culture*, preeminent Toyota authorities Jeffrey Liker and Michael Hoseus reveal how Toyota selects, develops, and motivates its people to become committed to building high-quality products-and how you can do the same for your company. *Toyota Culture* examines the human systems that Toyota has put in place to instill its founding principles of trust, mutual prosperity, and excellence in its plants, dealerships, and offices around the world. Beginning with a look at the evolution of the Toyota culture and why its people are the heart and soul of the Toyota Way, the authors explain the company's four-stage process for building and keeping quality people: Attract, Develop, Engage, and Inspire. Drawing upon numerous examples from Liker's decades of research as well as Hoseus' insider access as a Toyota manager, *Toyota Culture* gives you the tools you need to:

- Find competent, able, and willing employees
- Start training and socializing your people as you hire them
- Establish and communicate key business performance indicators at every level of your organization
- Train your people to solve problems and continuously improve processes in their daily work
- Develop leaders who live and teach your company's philosophy
- Reward top performance-and offer help to those who are struggling

Fascinating vignettes of Toyota's innovative culture highlight the nuances of translating and recreating a people-centric culture in factories and offices across the globe. These exclusive, behind-the-scenes details are just what your company needs to successfully learn from *The Toyota Culture*.

## Book Information

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## Customer Reviews

Toyota Culture is the 5th book in "the Liker Toyota series". After Toyota Way, Toyota Way Fieldbook, Toyota Product Development and Toyota Talent, you would expect that there is less news to write about Toyota. Well, not true. Toyota Talent is the thickest book in the series with it's almost 600 pages of Toyota info. Toyota Culture mainly covers HR practices and related policies. It describes this as "the people value stream". How does Toyota hire and train people (the detailed training processes are described in Toyota Talent). How do they grow inside the company. How does Toyota work with the local communities. The book is separated in five parts:- What is Toyota Culture?- The Quality People Value Stream- People Supporting Process- Organizational Supporting Processes- Learning from Toyota

The first part is some-of an introduction. It explores what "company culture" means by referring to the work of Ed Schein. Then it introduces "the people value-stream" which the rest of the book is organized around. Part 2 is about the value stream itself while part 3 and 4 are the supporting processes of the people value stream. Part 2 talks about how Toyota does hiring and how they grow the people within the company. It starts with the hiring and from there onto the training part (which had some duplication with Toyota Talent) and then moved into problem solving, one of the essential parts of the Toyota culture. It ends with how Toyota builds its image and works with the local communities to improve the life of its employees. The third part starts by looking at the Toyota organizational structure, work teams and the team leader role.

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