Spin Selling Fieldbook Ebook

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foreword by roger fisher author of the bestselling getting to yes diagnostic test to help readers determine their own and their opponent s negotiating style lum was named director of the center for negotiation and dispute resolution at the university of california hastings college of law the largest law school negotiation center in the country

the toyota way fieldbook is a companion to the international bestseller the toyota way the toyota way fieldbook builds on the philosophical aspects of toyota s operating systems by detailing the concepts and providing practical examples for application that leaders need to bring toyota s success proven practices to life in any organization the toyota way fieldbook will help

other companies learn from toyota and develop systems that fit their unique cultures the book begins with a review of the principles of the toyota way through the 4ps model philosophy processes people and partners and problem solving readers looking to learn from toyota s lean systems will be provided with the inside knowledge they need to define the companies purpose and develop a long term philosophy create value streams with connected flow standardized work and level production build a culture to stop and fix problems develop leaders who promote and support the system find and develop exceptional people and partners learn the meaning of true root cause problem solving lead the change process and transform the total enterprise the depth of detail provided draws on the authors combined experience of coaching and supporting companies in lean transformation toyota experts at the georgetown kentucky plant formally trained david meier in tps combined with jeff liker s extensive study of toyota and his insightful knowledge the authors have developed unique models and ideas to explain the true philosophies and principles of the toyota production system

fresh perspectives and guidance for one of today s most essential business skills negotiation virtually every step in business involves negotiation of some kind yet the actual process of conducting a successful negotiation is rarely taught the negotiation fieldbook features proven as well as innovative strategies for handling each phase of negotiation with skill and confidence and provides yous with no nonsense guidance that can be difficult if not impossible to find the negotiation fieldbook explains how to create more value at the table by leading a negotiation first to collaboration and then to agreement offering concise straightforward coverage of a topic too often shrouded in confusion and mystery this hands on book describes essentials negotiators must focus on to be successful how to sequence each move from first to last techniques for rescuing a negotiation that has broken down

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here is a chapter from the six sigma way team fieldbook a highly practical reference that outlines both the methods that have made six sigma successful and the basic steps a team must follow in an improvement effort written by three veteran trainers of six sigma black belts and teams at ge sun microsystems and sears this hands on guide helps you obtain the skills you need to identify a product service or process that needs improvement or redesign gather data on the process and the rate of defects find ways to improve quality up to a six sigma level just 3 4 defects per million and much more

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this companion guide to the bestselling the six sigma way focuses on the project improvement teams that do the real in the trenches work of six sigma measuring performance improving quality and saving millions in the process the six sigma way team fieldbook is a highly practical reference for team leaders and members outlining both the methods that have made six sigma successful and the basic steps a team must follow in an improvement effort written by three veteran trainers of six sigma black belts and teams at ge sun microsystems and sears this hands on guide helps teams obtain the skills they need to identify a product service or process that needs improvement or redesign gather data on the process and the rate of defects find ways to improve quality up to a six sigma level just 3 4 defects per million and much more includes dozens of data gathering forms and six sigma tools and worksheets describes key improvement methods in a concise how to format with checklists and tips

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