



# **The Toyota Engagement Equation: How to Understand and Implement Continuous Improvement Thinking in Any Organization**

*Tracey Richardson, Ernie Richardson*

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**From two Toyota insiders—a practical, proven formula for developing a successful Lean culture in any organization**

In 1986, Toyota opened a factory in rural Kentucky and unveiled TPS, its revolutionary management system. While most manufacturers and organizations now use Lean methods, the application is almost always superficial and confined within existing management frameworks. Consequently, the groundbreaking transformation that allowed Toyota to flourish against incredible odds has rarely been replicated.

*The Engagement Equation* is a valuable guide to developing a Lean culture that is practical, compelling, and truly reflective of Toyota's unique approach. The authors, two Americans who worked at the Kentucky facility and were trained by Japanese mentors, present an accessible method for replicating Toyota's success in any organization. Step by step, you'll learn how to internalize Toyota's principles and successfully assimilate them into your daily work.

Highlights:

- A personal, first-hand account of Toyota's cultural practices in action
- Introduces a practical, accessible approach to applying Lean methods in any organization
- Unique insights on subjects such as global influences, the nature of work, and the triumph of empowering workers
- Anecdotes and stories from noted Lean leaders, former mentors, and employees of Toyota's Kentucky facility

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