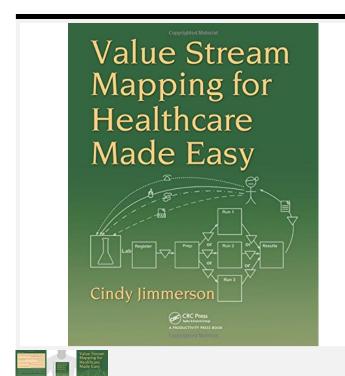
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Book Synopsis

In no industry is the concept of quality more essential than it is in healthcare, which is why the lean quality principles learned through the example of the Toyota Production System are so applicable. This title introduces healthcare managers to the essential method developed by Toyota known as the Value Stream Map (VSM).