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Four Practical Revolutions in Management: Systems for Creating Unique Organizational Capability

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SHOJI SHIBA DAVID WALDEN
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1 of 1 people found the following review helpful. The same well regarded bookBy David WaldenThis 2007 paperback book is the same book as the 2001 hard cover book. See the 5-star reviews there. [From one of the co-authors]

Shiba and Walden have significantly revised their classic, *A New American TQM*. With new methodologies and case studies, this work is one of the most comprehensive studies of management theory and business success. The authors identify a comprehensive approach to management that goes beyond operations improvement to help executives and managers create unique organizational capabilities. They contend that organizations must develop skills in four major areas: customer focus, continuous improvement, total participation, and societal networking. They present proven methods that enable dynamic implementation strategies, facilitate ongoing learning, and encourage continuous diffusion of evolving information and quality practices throughout an organization's entire network. Techniques described have been instituted at Analog Devices, Hewlett-Packard, Motorola, Teradyne and many other companies. Numerous in-depth case studies from these and other companies illustrate actual implementations. Shoji Shiba, formerly of MIT is one of the most respected business consultants in the world. Among his many accolades, he received the 2002 Deming Prize, one of the highest awards in management bestowed in Japan. "Professor Shiba has been a source of inspiration, experience and knowledge to countless numbers of CQM members, MIT faculty and students and other organizations and companies around the world....The success of his publications, teaching and consulting proves that the principles of TQM are universal, applicable across all cultures and languages. Shiba is a truly great teacher, researcher and innovator" --Ray Stata, founder and chairman of both Analog Devices and CQM. David Walden, is the retired senior vice president of Bolt Beranek and Newman Inc., and former Senior Lecturer, MIT Sloan School of Business. Both Shiba and Walden are well known for their contributions to the Center for Quality Management.

About the Author Alan Graham is the president, CEO, and founder of Mobile Loaves Fishes, a social profit enterprise that delivers meals and provides homes to homeless people on the streets of Austin, San Antonio, New Orleans, Nashville, Minneapolis, Providence, and New Bedford. Alan was born in Houston in 1955. He grew up in Alvin, Texas and attended the College of Mainland and later the University of Texas. In 1978 he left UT to begin a career in real estate. He was a partner in many of Central Texas most successful real estate development projects. In the mid-1990s, Alan co-founded the Lynxs Group, which built the air cargo facility at Austin's new airport in 1997, and went on to build similar facilities at airports around the country. Alan left the Lynxs Group in 1997 and managed Austin's cargo port as the new airport was opening. At the same time, Alan had the seed of the idea for Mobile Loaves Fishes. He and the other founders started by making sack lunches and serving them from the back of a green minivan. His focus now is the development and building of the Community First! Village, a 27-acre master-planned community that provides affordable, sustainable housing and a supportive community for the disabled and chronically homeless in Austin. Visit: <http://mlf.org>