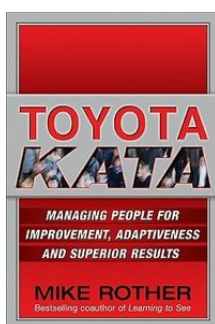


TOYOTA KATA: MANAGING PEOPLE FOR IMPROVEMENT, ADAPTIVENESS AND SUPERIOR RESULTS

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As discussed in Chapter 1, there is a human tendency to desire and even artificially create a sense of certainty. It is conceivable that the point here is not that we do not see the problems in our processes, but rather that we do not want to see them because that would...

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