



The Remedy: Bringing Lean Thinking Out of the Factory to Transform the Entire Organization

Pascal Dennis

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Winner of the Shingo Prize for Excellence in Quality Improvement

-From the Shingo judges:

This work has an extremely widespread application as the tools, techniques, and methods described are at a level that achieves the goals of Lean and operational excellence without tying them down to a specific industry or work stream. The book provides practical knowledge for lean champions, managers, and executives driving toward operational excellence enterprise-wide. The story format, and the presentation of this material was excellent, and the avoidance of lean and operational excellence jargon gives the book a wide appeal...it is a pleasure to read.

The Sequel to the Influential “Lean” Business Novel *Andy & Me*

The Remedy is a compelling a business fable that shows how Lean quality improvement business practices—traditionally associated with manufacturing--can dramatically improve the service areas of your business-including design, engineering, sales, marketing and all processes in between.

Written by Pascal Dennis, a leading Lean consultant, the story follows Tom Pappas and Rachel Armstrong, senior leaders at a desperate automotive company as they try to implement a Lean management system across an entire platform, the Chloe, a breakthrough "green" car. The future of the company is at stake. Can Tom and Rachel, supported by Andy Saito, a retired, reclusive Toyota executive, regain the trust and respect of the customer? Can a venerable but dying company implement Lean practices to every part of their business and learn a new, more effective way of managing?

- Shows you how to use the Lean quality improvement method to fix not just a manufacturing system, but an entire company, including management, design, marketing, and supply chain
- Written by Pascal Dennis, author of four books on Lean practices and winner of the coveted Shingo Prize for outstanding research contributing to operational excellence
- Originally developed by Toyota, the Lean approach to quality improvement has gained a worldwide following and helped turn around enumerable struggling businesses

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Stephen Ziegler:

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