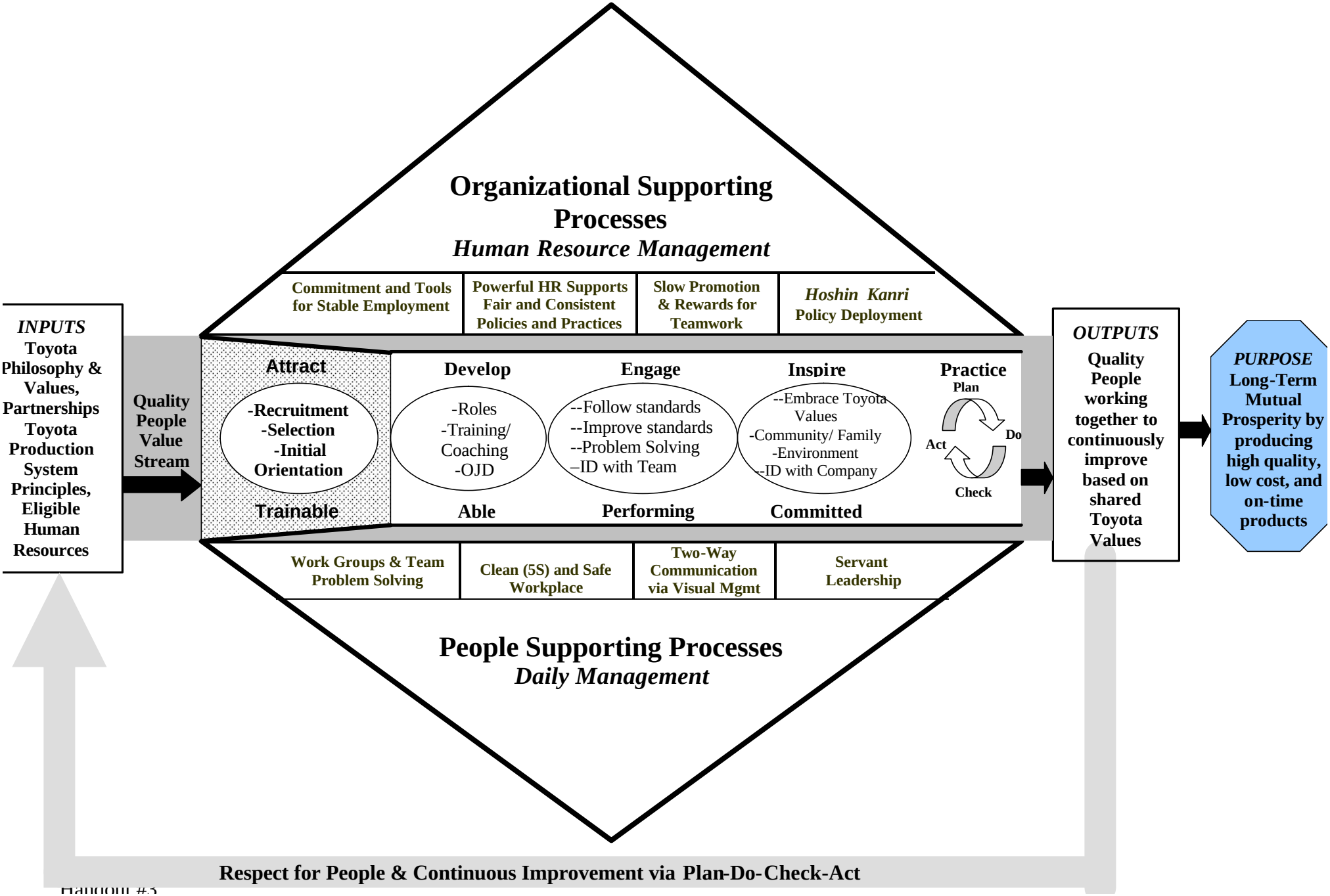Building Culture and People the Toyota Way:
The Human System for Lean Management