

Book List:

- Taiichi Ohno – Toyota Production System, Beyond Large-Scale Production
- Mark Graban – Lean Hospitals: Improving Quality, Patient Safety, and Employee Engagement (there are a few editions & he has other books)
- Get Motivated! - Tamara Lowe
- Radical Loving Care – Erie Chapman
- Be Our Guest – Perfecting the Art of Customer Service – Disney Institute
- 2 Second Lean – Paul Akers
- The Toyota Way – Jeffrey Liker
- Making Vision Stick – Andy Stanley
- Cy Wakeman
 - Reality-Based Leadership – Ditch the Drama, Restore Sanity to the Workplace, and Turn Excuses into Results
 - Reality-Based Rules of the Workplace
 - No Ego
 - Life's Messy, Live Happy