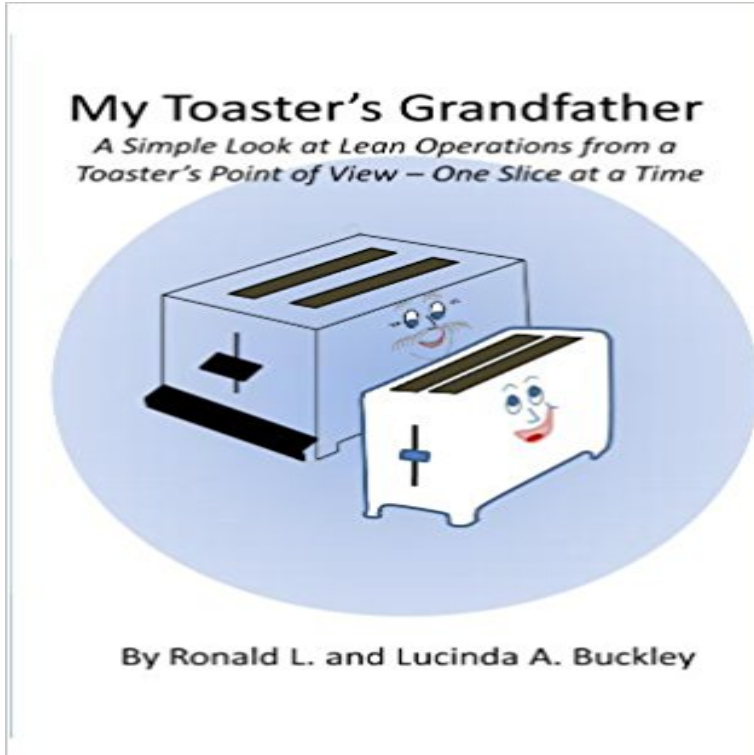


# My Toasters Grandfather: A Simple Look at Lean Operations from a Toasters Point of View - One Slice at a Time



Authors Ronald and Lucinda Buckley have written a unique book in that the story is told by the product being manufactured - a toaster. This is a short book that could easily be read during a coast-to-coast plane ride. They use the toaster and his Grandfather to show how using the latest management techniques can convert a poor-performing money-losing business with low quality into a very profitable efficient business with the highest quality output. This makes these concepts, which tend to be unnecessarily complicated, easier to understand by all. The books intended audience is virtually anybody involved in the process of making anything. The book should be read by not only management, but direct employees as well. The story is about a toaster that is created in the same factory that his Grandfather was created in. Contrasts are made between how the Grandfather and Grandson were created and adopted into their current home. For a time they sit side-by-side on the same counter and share stories of how they were built. Grandfathers coils were twice as thick as his Grandsons coils and he is built to last, as he was built at a time when toasters were an expensive item and no one would dream of buying a toaster made in a low-cost country. However, these are different times and competition has made it necessary for businesses to cut costs. In fact, our toaster never got to know his parents because they were early failures - the result of trying to keep up with cheap foreign imports by cutting corners that degraded product quality and drove the toaster factory they were created in to the brink of bankruptcy. The home our Grandfather and Grandson reside in just happens to be the home of the toaster factory owner, Sally, who inherited the broken factory from her Father. This is great because Sally is the Lean Leader, who has taken responsibility for fixing her

Fathers factory along with her husband, Bill. Sally and Bill spend a lot of time in the kitchen talking about how they are converting the factory to a Lean factory using Six Sigma Mistake Proofing methodologies and employee empowering self-directed work teams with various, problem-solving techniques to convert the factory to a highly profitable lean moneymaking business. Author Ronald L. Buckley is a recognized operations Lean business leader, with over thirty-five years of experience and expertise in improving quality, reducing costs and delighting his Customers-recently as a VP for General Electric. Lucinda Buckley has been an organizer, trainer and facilitator to a variety of groups and organizations. Currently, Ron and Lucinda are having fun as Consultants helping CEOs and Management Professionals grow their companies by optimizing all available resources. An investment made in reading this book will prove to be fruitful not only to the reader but also to all those individuals over whom the reader has direct and indirect influence.

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