

Acknowledgments

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Developing the content

We have described many real business cases and management experiences from our research and studies. These accounts highlight the great wisdom human beings are capable of, and we have great respect and appreciation for the participants in these examples.

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Writing and publishing the book

The text on several passages in this book is footnoted as being drawn without much rewriting from our previous book (Shiba01), which had a chapter on breakthrough among 28 other chapters on improving an existing business. This text is reused with permission from *Four Practical Revolutions in Management: Systems for Creating Unique Organizational Capability*, by Shoji Shiba and David Walden, Copyright © 2001, 2000, 1999, 1998, 1993 by Center for Quality Management, Published by Productivity Press, a division of the Kraus Organization Ltd (www.productivitypress.com). We thank