

1. Record Nr.	UNINA9910464000903321
Titolo	Management of service businesses in Japan [[electronic resource] ] / editors, Yasuhiro Monden ... [et al.]
Pubbl/distr/stampa	Singapore ; ; Hackensack, NJ, : World Scientific, c2013
ISBN	1-283-97170-4 981-4374-67-9
Descrizione fisica	1 online resource (212 p.)
Collana	Japanese management and international studies, , 2010-4448 ; ; vol. 9
Altri autori (Persone)	MondenYasuhiro <1940->
Disciplina	658.00952
Soggetti	Service industries - Japan - Management Industrial management - Japan Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Japan Society of Organization and Accounting (JSOA); Editorial Board; Contents; Preface; About the Editors; List of Contributors; PART 1: Advanced Service Management in the Service Industries; 1. Profit Sharing that Motivates Inter-Firm Cooperation within a Convenience Store Chain Yasuhiro Monden and Noriko Hoshi; 1 Purpose of the Study; 2 Different types of Franchisees Based on the Amount of Initial Investment; 3 Differences in Royalty Rates Dependent on the Amount of Initial Investment; 4 Relationship between Royalty Rates and Break-Even Point 5 Method of Calculating Royalty and Bearing the Cost of Disposal Loss, and Sharing the Risk of Disposal Loss 5.1 Is a system in which the store owner bears the full disposal loss socially just?; 6 Sharing the Risk of Disposal Loss; 7 Guaranteed Minimum Income of Store Owner; 7.1 Guaranteed minimums; 8 Terms and Conditions of Other Profit Sharing: Franchise Fee (Deposit Upon Contract), Cost of Utilities, Interior Finishing Work; 8.1 Franchise fee (franchise initial-participating fee; deposit upon contract); 8.2 Cost of utilities 8.3 Differences in the amount to be borne for interior finishing work 9 Summary; References; Supplementary Reference Resources; 2. Profit Management in the Hotel Industry Akimichi Aoki; 1 Introduction; 2 Overview of Revenue Management; 2.1 Background and definition of

revenue management; 2.2 Price discrimination and sales increase; 2.3 Booking curve; 2.4 RevPAR as an outcome measure; 3 Revenue Management in Japanese Hotels; 3.1 KPI used in Japanese hotels; 3.2 The characteristics of real agents and net agents; 3.3 Pseudo-revenue management in Japanese lodging industries; 4 Conclusion  
References  
3. Kaizen Activities and Performance Management in the Sales Finance Business Noriyuki Imai; 1 Introduction; 2 Auto Sales and Sales Finance at Toyota; 3 The Sales Finance Business Model; 4 Toyota's Sales Finance Business Activities; 5 Kaizen Activities in Toyota's Sales Finance Business; 5.1 The Toyota way - Kaizen thinking; 5.2 Problem solving methodology -The techniques of Kaizen; 5.3 Framework for the promotion of kaizen activities in the sales finance business; 5.4 Examples of kaizen in the sales finance business; 6 Performance Management in Toyota's Sales Finance Business  
7 Conclusion  
References;  
4. Performance Management in the Auto Sales Business Noriyuki Imai; 1 Introduction; 2 Outline of Toyota's Auto Dealerships in Japan; 2.1 Channel system; 2.2 Capital structure; 2.3 Number of stores and employees; 3 The Japanese Auto Sales Business Model; 4 Toyota's Japanese Dealerships and TPS; 4.1 Education and training; 4.2 Practice of Kaizen; 5 Management Quality at Toyota's Japanese Auto Dealerships; 5.1 History and outline; 5.2 Details of the management quality concept; 5.3 Examples of application of the management quality concept  
6 Business Model and Performance Management at Toyota's Japanese Auto Dealerships

---

#### Sommario/riassunto

With the service industry taking up the largest portion of its GDP, Japan has much to share in the area of managing service industry. This book explores and elucidates the unique management styles in non-manufacturing industries or service industries in contemporary Japan, both practically and theoretically through case studies. These specially selected cases are the management of the world No.1 convenience store chain of Seven-Eleven, the sales finance business and auto sales business of Toyota, application of TPS (Toyota Production System) to life insurance company, performance evaluation of

---