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Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Cover; Title; Copyright; Contents; List of Figures; List of Tables; Acknowledgements; Abbreviations; 1 Introduction; General considerations on continuous improvement; Japanese lean systems and the role of convenience store chains; Structure of the book; 2 Theory and research methodology; Organizational capabilities; Continuous improvement as a dynamic approach; Selection of an exemplary business model; Existing literature on Japanese CS; 3 Historical overview and the CS system; Historical overview; Elements of the CS system; Lean management as a continuous improvement initiative 4 New challenges in a dynamic environment Retail trends and structural changes in the market environment; Impact on efficiency using DEA; Survey on internal improvement infrastructure; 5 New developments in recent years; Industry-wide developments; New initiatives in recent years: cases of the three industry leaders; 6 Discussion of rigidities and new approaches; Rigidities of organizational capability building?; New approaches in capability building; 7 Conclusion; Notes; Bibliography; Index
Sommario/riassunto	This book discusses continuous improvement strategies of Japanese convenience store operators. The study highlights the efforts of companies operating under lean management systems to identify new,

dynamic, firm-specific capabilities in highly competitive markets.
