Record Nr.	UNINA9910818590203321
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Titolo	Manufacturing excellence : renewal and rebirth / / Kenneth N. McKay and Vincent C.S. Wiers
Pubbl/distr/stampa	New York, [New York] (222 East 46th Street, New York, NY 10017) : , : Momentum Press, , 2015
ISBN	1-60650-852-0
Descrizione fisica	1 online resource (xiv, 134 pages) : illustrations
Collana	Engineering management collection, , 2376-4902
Disciplina	658.5
Soggetti	Production management
	Organizational change
	Automobile supplies industry
	Libros electronicos.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Includes index.
Nota di contenuto	Introducing Ben Ben and Jake Strategy The instrument cluster Fear Mr. Big intervenes The contract Culture shock The grim reaper The new boss The good, the bad, and the ugly Shared fate What makes a line a good line? Setting examples See the light Teaching the basics The new incentive scheme Breaking the eggs to get an omelet Promotions and shutdowns Another contract Back at the factory Some last thoughts Teamwork Waste and reclamation Mentoring Cast, in alphabetical order Index.
Sommario/riassunto	For years, automotive supplier GAFFER has been able to survive using its old management and production practices. But times have been changing and GAFFER's future looks bleak. Jake is a retired production planner, reflecting on his long history with the GAFFER factory and what is currently happening. He wonders how things might change as their main customer wants a completely new part to be not only produced, but also designed at GAFFER. Just when the old management is about to mess up the relationship with the customer, there is a new factory manager. He starts turning the factory around and Jake shares all of the juicy stories with his coffee mate, Ben.

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