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KEY=FORKLIFT - BROOKLYN GARZA

Freedom from Necessity

The Metaphysical Basis of Responsibility

Taylor & Francis This book, first published in 1987, is about the classic free will problem, construed in terms of the implications of moral responsibility. The principal thesis is that the core issue is metaphysical: can scientific laws postulate objectively necessary connections between an action and its causal antecedents? The author concludes they cannot, and that, therefore, free will and determinism can be reconciled.

Toyota Landcruiser 1990-2007 Automobile Repair

Manual

Diesel Engines including Turbo

Renniks Publications Step by step instructions with plenty of photographs, plus detailed information on 6 cylinder 1HZ, 1HD-T, 1HD-FT and 1HD-FTE Toyota Landcruiser vehicles including turbo versions from 1990 to 2002, 4WD. for 70's, 80's and 100's Series body styles. Engines, all transmissions, axles, suspension, brakes, body, wiring schematics, problem solving, plus more. Tune-up, Maintenance, Repairs, Mechanical, Bodywork, Electrical diagrams, Specifications, Restoration. Worldwide specifications. Suitable for DIY, enthusiast or the mechanic.

Parentology

Everything You Wanted to Know about the Science of Raising Children but Were Too Exhausted to Ask

Simon and Schuster An award-winning scientist offers his unorthodox approach to childrearing: "Parentology is brilliant, jaw-droppingly funny, and full of wisdom...bound to change your thinking about parenting and its conventions" (Amy Chua, author of Battle Hymn of the Tiger Mother). If you're like many parents, you might ask family and friends for advice when faced with important choices about how to raise your kids. You might turn to parenting books or simply rely on timeworn religious or cultural traditions. But when Dalton Conley, a dual-doctorate scientist and full-blown nerd, needed childrearing advice, he turned to scientific research to make the big decisions. In Parentology, Conley hilariously reports the results of those experiments, from bribing his kids to do math (since studies show conditional cash transfers improved educational and health outcomes for kids) to teaching them impulse control by giving them weird names (because evidence shows kids with unique names learn not to react when their peers tease them) to getting a vasectomy (because fewer kids in a family mean smarter kids). Conley encourages parents to draw on the latest data to rear children, if only because that level of engagement with kids will produce solid and happy ones. Ultimately these experiments are very

loving, and the outcomes are redemptive—even when Conley’s sassy kids show him the limits of his profession. Parentology teaches you everything you need to know about the latest literature on parenting—with lessons that go down easy. You’ll be laughing and learning at the same time.

Do-It-Yourself High Performance Car Mods

Rule the Streets

McGraw Hill Professional A Step-by-Step Guide to Building Your Dream Hot Rod Inside and Out! Get revved up! Everything you need to know about building your dream hot rod is inside this book. You now have at your disposal the basic automotive techniques and tools necessary to install any modification to your car. Here's the fastest and easiest way to get started! Do-It-Yourself High-Performance Car Mods is designed to help you modify cars and light trucks for improved performance. While there are many books on individual systems on a car, this practical step-by-step guide provides you with a thorough working knowledge of ALL the systems in a single resource. Automotive journalist and experienced engineer Matt Cramer has created an invaluable reference for readers regardless of age or experience. Whether you're a hobbyist new to the world of performance cars or a veteran car enthusiast looking to take the next step, you will become better equipped to drive off in the car of your dreams. There's never been a simpler, more practical approach to modifying cars and light trucks, so you can do-it-yourself--and ultimately end up in the winner's circle! Do-It-Yourself High-Performance Car Mods includes valuable information on: How car systems work Simple ways to improve performance Getting more power out of your engine How to find reliable sources Separating marketing hype from reality Adjusting the engine components and controls for best performance How improving one area may impede another

Handbook on Battery Energy Storage System

Asian Development Bank This handbook serves as a guide to deploying battery energy storage technologies, specifically for distributed energy resources and flexibility resources. Battery energy storage technology is the most promising, rapidly developed technology as it provides higher efficiency and ease of control. With energy transition through decarbonization and decentralization, energy storage plays a significant role to enhance grid efficiency by alleviating volatility from demand and supply. Energy storage also contributes to the grid integration of renewable energy and promotion of microgrid.

Sheet Metal Fabrication

Techniques and Tips for Beginners and Pros

Motorbooks International Sheet metal fabrication--from fins and fenders to art--with all the necessary information on tools, preparations, materials, forms, mock-ups, and much more.

Warehouse Management

A Complete Guide to Improving Efficiency and Minimizing Costs in the Modern Warehouse

Kogan Page Publishers Warehouses are an integral link in the modern supply chain, ensuring that the correct product is delivered in the right quantity, in good condition, at the required time, and at minimal cost: in effect, the perfect order. The effective management of warehouses is vital in minimizing costs and ensuring the efficient operation of any supply chain. Warehouse Management is a complete guide to best practice in warehouse operations. Covering everything from the latest technological advances to current environmental issues, this book provides an indispensable companion to the modern warehouse. Supported by case studies, the text considers many aspects of warehouse management, including: cost reduction productivity people management warehouse operations With helpful tools, hints and up-to-date information, Warehouse Management provides an invaluable resource for anyone looking to reduce costs and boost productivity.

Logistics Transportation Systems

Elsevier Logistics Transportation Systems compiles multiple topics on transportation logistics systems from both qualitative and quantitative perspectives, providing detailed examples of real-world logistics workflows. It explores the key concepts and problem-solving techniques required by researchers and logistics professionals to effectively manage the continued expansion of logistics

transportation systems, which is expected to reach an estimated 25 billion tons in the United States alone by 2045. This book provides an ample understanding of logistics transportation systems, including basic concepts, in-depth modeling analysis, and network analysis for researchers and practitioners. In addition, it covers policy issues related to transportation logistics, such as security, rules and regulations, and emerging issues including reshoring. This book is an ideal guide for academic researchers and both undergraduate and graduate students in transportation modeling, supply chains, planning, and systems. It is also useful to transportation practitioners involved in planning, feasibility studies, consultation and policy for transportation systems, logistics, and infrastructure. Provides real-world examples of logistics systems solutions for multiple transportation modes, including seaports, rail, barge, road, pipelines, and airports Covers a wide range of business aspects, including customer service, cost, and decision analysis Features key-term definitions, concept overviews, discussions, and analytical problem-solving

Tax Guide 2015

Bloomsbury Professional Tax Guide 2015 provides comprehensive coverage of all areas of taxation applicable to Ireland. Written in non-technical language by an expert team of tax practitioners, it covers: Income Tax; Capital Gains Tax; Value Added Tax; Employers' PAYE/PRSI; Corporation Tax; Capital Acquisitions Tax; Stamp Duties; Vehicle Registration Tax and Customs and Excise. As well as taking on board the provisions of the latest Finance Act it features detailed worked examples and extensive references to recent case law. It also contains a set of tables giving speedy access to allowances, tax rates, compliance deadlines and other invaluable information. Tax Guide 2015 is an ideal reference book that serves as a self-contained textbook and as a pointer to more detailed Bloomsbury Professional publications, such as Irish Income Tax, The Taxation of Companies, Irish Stamp Duty Law and Capital Acquisitions Tax. Previous edition ISBN: 9781780434612

Paper Towns

A&C Black Special edition slipcase edition of John Green's Paper Towns, with pop-up paper town. From the bestselling author of The Fault in our Stars. Quentin Jacobsen has always loved Margo Roth Spiegelman, for Margo (and her adventures) are the stuff of legend at their high school. So when she one day climbs through his window and summons him on an all-night road trip of revenge he cannot help but follow. But the next day Margo doesn't come to school and a week later she is still missing. Q soon learns that there are clues in her disappearance . . . and they are for him. But as he gets deeper into the mystery - culminating in another awesome road trip across America - he becomes less sure of who and what he is looking for. Masterfully written by John Green, this is a thoughtful,

insightful and hilarious coming-of-age story.

Logistics Operations and Management

Concepts and Models

Elsevier This book provides a comprehensive overview of how to strategically manage the movement and storage of products or materials from any point in the manufacturing process to customer fulfillment. Topics covered include important tools for strategic decision making, transport, packaging, warehousing, retailing, customer services and future trends. An introduction to logistics Provides practical applications Discusses trends and new strategies in major parts of the logistic industry

The Toyota Way

14 Management Principles from the World's Greatest Manufacturer

McGraw Hill Professional How to speed up business processes, improve quality, and cut costs in any industry In factories around the world, Toyota consistently makes the highest-quality cars with the fewest defects of any competing manufacturer, while using fewer man-hours, less on-hand inventory, and half the floor space of its competitors. The Toyota Way is the first book for a general audience that explains the management principles and business philosophy behind Toyota's worldwide reputation for quality and reliability. Complete with profiles of organizations that have successfully adopted Toyota's principles, this book shows managers in every industry how to improve business processes by: Eliminating wasted time and resources Building quality into workplace systems Finding low-cost but reliable alternatives to expensive new technology Producing in small quantities Turning every employee into a qualitycontrol inspector

Introduction to Materials Management

This introductory textbook describes the basics of supply chain management, manufacturing planning and control systems, purchasing, and physical distribution. The fourth edition makes additions in kanban, supply chain concepts, system selection, theory of constraints and drum-buffer-rope, and need f

Business to Business Marketing Management

A Global Perspective

Routledge Business to business markets are considerably more challenging than consumer markets and as such demand a more specific skillset from marketers. Buyers, with a responsibility to their company and specialist product knowledge, are more demanding than the average consumer. Given that the products themselves may be highly complex, this often requires a sophisticated buyer to understand them. Increasingly, B2B relationships are conducted within a global context. However all textbooks are region-specific despite this growing move towards global business relationships – except this one. This textbook takes a global viewpoint, with the help of an international author team and cases from across the globe. Other unique features of this insightful study include: placement of B2B in a strategic marketing setting; full discussion of strategy in a global setting including hypercompetition; full chapter on ethics and CSR early in the text; and detailed review of global B2B services marketing, trade shows, and market research. This new edition has been fully revised and updated with a full set of brand new case studies and features expanded sections on digital issues, CRM, and social media as well as personal selling. More selective, shorter, and easier to read than other B2B textbooks, this is ideal for introduction to B2B and shorter courses. Yet, it is comprehensive enough to cover all the aspects of B2B marketing any marketer needs, be they students or practitioners looking to improve their knowledge.

Toyota Production System

An Integrated Approach to Just-In-Time

Springer Science & Business Media The Just-in-time (JIT) manufacturing system is an internal system in use by its founder, Toyota Motor Corporation, but it has taken on a new look. Toyota Production System, Second Edition systematically describes the changes that have occurred to the most efficient production system in use today. Since the publication of the first edition of this book in 1983, Toyota has integrated JIT with computer integrated manufacturing technology and a strategic information system. The JIT goal of producing the necessary items in the necessary quantity at the necessary time is an internal driver of production and operations management. The addition of computer integrated technology (including expert systems by artificial intelligence) and information systems technology serve to further reduce costs, increase quality, and improve lead time. The new Toyota production system considers how to adapt production schedules to the demand changes in the marketplace while satisfying the goals of low cost, high quality, and timely delivery. The first edition of this book, Toyota Production System, published in 1983, is the basis for this book. It was translated into many languages including Spanish, Russian, Italian, Japanese, etc., and has played a definite role in inspiring production management systems throughout the world.

Human Resources Management for Public and Nonprofit Organizations

John Wiley & Sons

The Toyota Template

The Plan for Just-In-Time and Culture Change Beyond

Lean Tools

Taylor & Francis Much has been written about Toyota over the last 30 years focusing on both its products (superior vehicles), and its operational excellence based on its Toyota Production System (TPS). The Toyota Template details the critical concepts and methods that Taiichi Ohno implemented in developing the Toyota Production System. This book is different, however, regarding the parallels it draws between Toyota's pre-TPS condition and companies today who are attempting to become more efficient and Lean. In view of efficiency, excellence, culture, and general "Leanness," many organizations are in the same position as Toyota prior to implementing what was once called the "Ohno System." The building of TPS, with the goal to eliminate waste, evolved as problems were encountered and solutions put in place. A wonderful byproduct of these years of work was the growth of a problem-solving culture throughout Toyota that is unique in the business world. Currently, the Toyota Production System is well established. Though constantly improving, the historical picture is visible. The question many have tried to answer for their own companies is "how can they achieve world class efficiency?" The Toyota Template answers this question. This book: Explains the critically important elements of the Toyota Production System. Analyzes the sequence of implementation as the system developed. Places these elements in a logical order of implementation based on the history and current knowledge. In addition, it addresses the effect of each element on the culture. The author was prompted to write this book because of his personal observations of the failure of most attempts to develop Lean systems. What makes Toyota stand out is not any of the individual elements - It is crucially important to have all the elements together as a system. Most attempts have been focused on bits and pieces of the elements, or the tools. The Toyota Template is about the relevance of the Toyota Production System to "any type of business" today. It is not an all-inclusive explanation of every aspect of TPS. Rather, this book succinctly identifies the key elements, places them in a logical, sequential order of implementation, and explains how each contributed to the formation of the Toyota culture.

Taiichi Ohnos Workplace Management

Special 100th Birthday Edition

McGraw Hill Professional COMMEMORATING THE 100th BIRTHDAY OF TAIICHI OHNO Businesses worldwide are successfully implementing the Toyota Production System to speed up processes, reduce waste, improve quality, and cut costs. While there is

widespread adoption of TPS, there is still much to be learned about its fundamental principles. This unique volume delivers a clear, concise overview of the Toyota Production System and kaizen in the very words of the architect of both of these movements, Taiicho Ohno, published to mark what would have been his 100th birthday. Filled with insightful new commentary from global quality visionaries, Taiichi Ohno's Workplace Management is a classic that shows how Toyota managers were taught to think. Based on a series of interviews with Ohno himself, this timeless work is a tribute to his genius and to the core values that have made, and continue to make, Toyota one of the most successful manufacturers in the world. "Whatever name you may give our system, there are parts of it that are so far removed from generally accepted ideas (common sense) that if you do it only half way, it can actually make things worse." "If you are going to do TPS you must do it all the way. You also need to change the way you think. You need to change how you look at things." -- Taiichi Ohno "This book brings to us Taiichi Ohno's philosophy of workplace management--the thinking behind the Toyota Production System. I personally get a thrill down my spine to read these thoughts in Ohno's own words." -- Dr. Jeffrey Liker, Director, Japan Technology Management Program, University of Michigan, and Author, The Toyota Way Based on a series of interviews with Taiicho Ohno, this unique volume delivers a clear, concise overview of the Toyota Production System and kaizen in the very words of the architect of both of these movements, published to mark what would have been his 100th birthday. INCLUDES INSIGHTFUL NEW COMMENTARY FROM: Fujio Cho, Chairman of Toyota Corporation Masaaki Imai, Founder of the Kaizen Institute Dr. Jeffrey Liker, Director, Japan Technology Management Program, University of Michigan, and author John Shook, Chairman and CEO of the Lean Enterprise Institute Bob Emiliani, Professor, School of Engineering and Technology, Connecticut State University Jon Miller, CEO of the Kaizen Institute

VW Golf, GTI, Jetta and Cabrio, 1999 Thru 2002

Haynes Repair Manual

Haynes Publications Every Haynes manual is based on a complete teardown and rebuild, contains hundreds of "hands-on" photos tied to step-by-step instructions, and is thorough enough to help anyone from a do-it-your-selfer to a professional.

The Toyota Way Fieldbook

McGraw Hill Professional The Toyota Way Fieldbook is a companion to the international bestseller The Toyota Way. The Toyota Way Fieldbook builds on the philosophical aspects of Toyota's operating systems by detailing the concepts and providing practical examples for application that leaders need to bring Toyota's success-proven practices to life in any organization. The Toyota Way Fieldbook will help other companies learn from Toyota and develop systems that fit their unique cultures. The book begins with a review of the principles of the Toyota Way through the 4Ps model-Philosophy, Processes, People and Partners, and Problem Solving. Readers looking to learn from Toyota's lean systems will be provided with the inside knowledge they need to Define the companies purpose and develop a long-term philosophy Create value streams with connected flow, standardized work, and level production Build a culture to stop and fix problems Develop leaders who promote and support the system Find and develop exceptional people and partners Learn the meaning of true root cause problem solving Lead the change process and transform the total enterprise The depth of detail provided draws on the authors combined experience of coaching and supporting companies in lean transformation. Toyota experts at the Georgetown, Kentucky plant, formally trained David Meier in TPS. Combined with Jeff Liker's extensive study of Toyota and his insightful knowledge the authors have developed unique models and ideas to explain the true philosophies and principles of the Toyota Production System.

Keto Pocket Plan - the Complete Guide to How the Diet Works

Keto Pocket Plan: The Complete Guide to How the Diet Works Keto Pocket Plan is all about keepin' Keto simple and fun. The Keto-diet is an extreme low-carb diet created by Dr. Russell Wilder at the Mayo Clinic in the early 1900s as a treatment for epilepsy. It developed over the years into a mainstream diet, particularly for people suffering from obesity. Studies suggest that it may lead to improved cognitive function, lower risk for Alzheimer's disease as well as diabetes. Keto Pocket Plan: The Complete Guide to How the Diet Works explains the science in basic terms, goes over the pros and cons, and then provides all kinds of information to make it simple and fun if you are on the diet. You get 8 days of starter menu plans, success strategies, fitness motivation, information on how to kick the sugar habit, a link to Keto Pocket Plan's 5-day illustrated menu plan and much more! Note - Keto Pocket Plan is published as two books in a series: The Complete Guide to How the Diet Works and 125+ Keto-Friendly Recipes. You are reading the description

for the Complete Guide to How the Diet Works. There are no recipes in this book. This way people who only want the recipes can get them. People who only want the information on the diet can get what they want. Here is a sampling of what we cover in Keto Pocket Plan: The Complete Guide to How the Diet Works: The ABCs, The Ins and Outs, The Basics Food Lists and 8 Days of Menu Plans The Scoop on Intermittent Fasting How to Develop a Keto Mindset Top Mistakes and Strategies to Avoid Them Templates for Meal Planning and Goal Setting 50 Keto Success Strategies 24 Ways to Boost Metabolism 7 Mindful Eating Mistakes How to Avoid Them Fitness Motivation How to Kick the Sugar Habit NOW! Have a fantastic day!

Air Conditioning Service Manual

Primedia Business Directories & Books

Interview Questions and Answers

How2Become Ltd

Cover Letter Magic

Trade Secrets of Professional Resumé Writers

Just Works Professional resume and cover letter writers reveal their inside secrets for creating phenomenal cover letters that get attention and land interviews. Features more than 150 sample cover letters written for all types of job seekers, including the Before-and-After transformations that can make boring letters fabulous.

Machine that Changed the World

Simon and Schuster Examines Japan's innovative, highly successful production methods

Toyota Highlander Lexus RX 300/330/350 Haynes Repair Manual

1999 thru 2019

Haynes Manuals N. America, Incorporated

Mobile Crane Manual

Construction Safe Coun Ontario

Black & Decker The Complete Photo Guide to Home Repair

with 350 Projects and 2000 Photos

Cool Springs Press Bigger and better than ever The two previous editions of the book known by home improvement retailers as “Big Red” sold nearly 600,000 copies. This new edition features a larger portrait format for better visual clarity, and incorporates a new page layout style. But all the features that made the original America’s best-selling “bible” of home repair are still present here—thousands of color photographs and detailed step-by-step directions. The third edition also includes more than 30 projects not found in the original edition, as well as more than 300 new photos.

Multinational Corporations and Local Firms in Emerging Economies

Amsterdam University Press In order for foreign direct investment to have deep and lasting positive effects on host countries, it is essential that multinational corporations have close direct and indirect interaction with local firms. A valuable addition to the emerging literature on multinational-local firm interfaces, this book provides a number of case studies from emerging economies that examine such mutually beneficial business relationships and the policy measures necessary to support them.

Dust Control Handbook for Industrial Minerals Mining and Processing

CreateSpace Throughout the mining and processing of minerals, the mined ore undergoes a number of crushing, grinding, cleaning, drying, and product sizing operations as it is processed into a marketable commodity. These operations are highly mechanized, and both individually and collectively these processes can generate large amounts of dust. If control technologies are inadequate, hazardous levels of respirable dust may be liberated into the work environment, potentially exposing workers. Accordingly, federal regulations are in place to limit the respirable dust exposure of mine workers. Engineering controls are implemented in mining operations in an effort to reduce dust generation and limit worker exposure.

Service Systems Engineering and Management

CRC Press Recipient of the 2019 IISE Institute of Industrial and Systems Engineers Joint Publishers Book-of-the-Year Award This is a comprehensive textbook on service systems engineering and management. It emphasizes the use of engineering principles to the design and operation of service enterprises. Service systems engineering relies on mathematical models and methods to solve problems in the service industries. This textbook covers state-of-the-art concepts, models and solution methods important in the design, control, operations and management of service enterprises. Service Systems Engineering and Management begins with a basic overview of service industries and their importance in today's economy. Special challenges in managing services, namely,

perishability, intangibility, proximity and simultaneity are discussed. Quality of service metrics and methods for measuring them are then discussed. Evaluating the design and operation of service systems frequently involves the conflicting criteria of cost and customer service. This textbook presents two approaches to evaluate the performance of service systems - Multiple Criteria Decision Making and Data Envelopment Analysis. The textbook then discusses several topics in service systems engineering and management - supply chain optimization, warehousing and distribution, modern portfolio theory, revenue management, retail engineering, health systems engineering and financial services. Features: Stresses quantitative models and methods in service systems engineering and management Includes chapters on design and evaluation of service systems, supply chain engineering, warehousing and distribution, financial engineering, healthcare systems, retail engineering and revenue management Bridges theory and practice Contains end-of-chapter problems, case studies, illustrative examples, and real-world applications Service Systems Engineering and Management is primarily addressed to those who are interested in learning how to apply operations research models and methods for managing service enterprises. This textbook is well suited for industrial engineering students interested in service systems applications and MBA students in elective courses in operations management, logistics and supply chain management that emphasize quantitative analysis.

How to Rebuild GM LS-Series Engines

CarTech Inc With the increasing popularity of GM's LS-series engine family, many enthusiasts are ready to rebuild. The first of its kind, *How to Rebuild GM LS-Series Engines*, tells you exactly how to do that. The book explains variations between the various LS-series engines and elaborates up on the features that make this engine family such an excellent design. As with all Workbench titles, this book details and highlights special components, tools, chemicals, and other accessories needed to get the job done right, the first time. Appendices are packed full of valuable reference information, and the book includes a Work-Along Sheet to help you record vital statistics and measurements along the way.

Developing Management Skills

Prentice Hall "For undergraduate/graduate Principles of Management and Management Skills courses." Whetten/Cameron teaches students the ten essential skills all managers should possess in order to be successful. "Developing Management Skills", 7/e, "begin each chapter, starting with the PAMS assessment in the introduction, allowing students to see which skills they need to focus on more. It shows students with little work experience that most managers struggle with one or more skills presented in the book.

Purchasing and Supply Chain Management

South-Western Pub Purchasing and Supply Chain Management, 3rd Edition is a turnkey solution for providing current and thorough coverage for this critical area of the supply chain. This book is not only a text but a reference as well and is now established as one of the leading-edge strategy and purchasing books. Students gain contextual insights and knowledge into the strategies, processes, and practices of purchasing through use of the many cases and examples. Because of their relationships with executives and practitioners worldwide, the authors are able to present unique and up-to-date insights that lead to greater understanding of the purchasing process. Purchasing and Supply Chain Management provides a hands-on, applied approach that has been thoroughly tested with student audiences to ensure learning success.

Circuits and Diagrams

Alternating current generators and motors ...

2 Second Lean

How to Grow People and Build a Fun Lean Culture

Fiat 850 Owner's Workshop Manual

Achieving Excellence in Dealer/Distributor Performance

Createspace Independent Publishing Platform Achieving Excellence in Dealer/Distributor Performance offers in-depth management coaching in each of these areas -- machinery sales, rentals, service, parts and customer training and retention, and is filled with

practical programs to strengthen and increase profitability, cash flow and customer retention. Improving an industrial equipment business has four requirements: 1. Measure the dealership against proper benchmark metrics. These 48 Critical Profit Variables are covered in detail in this text. 2. Determine where you stand, find the gaps in your performance, Comprehensive self-assessment tools are provided. 3. Identify "best practices" of high-performance dealers. Recommendations are made for each business area. 4. Energize your company into a continuous improvement program. Numerous team discussion projects are included in the text. McDonald Group Institute for Dealer Development founder and author Walter McDonald has based this text on 40 years' experience in dealer management consulting and over 2,650 dealer management workshops. In many ways, this book is a written reflection of Walt's live dealer management seminars. If you are familiar with his work, you know that he focuses on the real value generating activities of the business. He is in the trenches with the dealer managers and field sales and aftermarket reps who create real value and make it happen every hour of every day in the dealership. McDonald's dealer management guide is an absorbing refresher for informed senior executives and a highly useful handbook for those future dealer leaders and related OEM managers on the way up. This dealer guide actually contains two books, one book with benchmarks and advice on what the numbers mean and the second book on how to improve the numbers. This manuscript could have been subtitled: 'real metrics, real solutions.' The dealer/distributor can analyze its business operations through the performance yardsticks presented in this timely publication. By Nick W. McGaughey, CPA, "This dealer text is very well thought out, well written, easy to read and follow. I believe it will be very beneficial to dealer principals and operating managers. By Dr. Shankar Basu, CEO Toyota-Lift of Los Angeles I particularly like the section 'How This Book Can Help' included early on in the work to help the user focus in on their primary trouble spot. I also appreciate the inclusion of the page on 'Terminology.' I think it does a good job of setting up the frame of reference for the user. By Jim Johnson Former Dealer Development Manager Navistar I think dealer principals, operations and general managers, and sales, parts, service and rentals could all use this book. I can see value in taking this as a group reading project in our dealership and having weekly discussions on certain chapters. By George M. Keen Operations Manager New Virginia Tractor I very much believe this will be a very beneficial tool to any dealership wanting to set achievement points to their success in all areas of operation. By Mike O'Donnell President & CEO Stuart Tank Sales This type of manual for a Dealer Principal is new and I think it is needed. By Bill L. Ryan President Lift One Everything in this book is on target and relevant to running a successful dealership in today's world. By John Shearer General Manager Construction and Forestry 4 Rivers Equipment This book has given me the opportunity to reflect, review and compare our current processes to the industry specific benchmarks that are discussed in the book. This effort has challenged me to go back to the basics of good business and review those (points) with others in our organization. By Stuart Thompson President Garrison Toyota Material Handling This is a new manager training tool. I think new line managers should be reading this book so they understand how a Dealer Principal thinks when he looks at his business metrics and challenges. By Joe Verzino President LifTech