## CONTENTS

PART	Learning from Japan	
INTRODUCTION:	Why We Need to Learn	3
CHAPTER 1:	What We Can Learn	11
CHAPTER 2:	The Workings of a Japanese Corporation	39
CHAPTER 3:	Comparing Japanese and American Companies	57
CHAPTER 4:	The Z Organization	71
PART 2	Making Theory Z Work	
CHAPTER 5:	Going from $A$ to $Z$ — The Steps	97
CHAPTER 6:	Going from $A$ to $Z$ — Blueprints for a Philosophy	131

## **CONTENTS**

CHAPTER 7:	Who Succeeds? Some Z Case Histories	161
CHAPTER 8:	A Z Culture	195
CONCLUSION:	The Survival of Business Americanus	219
	Appendix One: Company $Z$ Philosophies	$2\widehat{23}$
	Appendix Two: The Q-C Circle	261
	Bibliography	269
	Footnotes	273
	Index	277