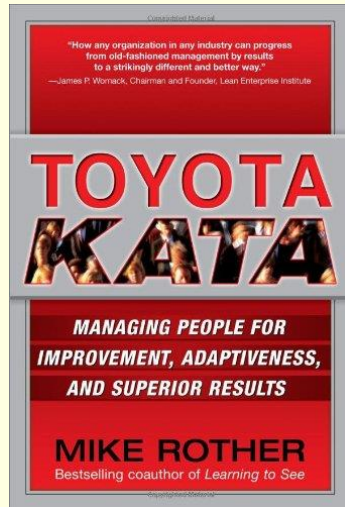


# Keep Improving to avoid Deterioration



Source : Mike Rother's book, *Toyota Kata: Managing People for Improvement, Adaptiveness and Superior Results*

“A process will tend to erode no matter what, even if a standard is defined, explained to everyone, and posted. This is not because of poor discipline by workers (as many of us may believe), but due to interaction effects and **entropy**, which says that any organized process naturally tends to decline to a chaotic state if we leave it alone (I am indebted to Mr. Ralph Winkler for pointing out to me the second law of thermodynamics)”

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