

RECOMMENDED READING

The ideas in this book stand on the shoulders of many thinkers and practitioners. The works listed below have shaped our understanding of operations, leadership, and the discipline of asking better questions. We offer them not as a syllabus but as an invitation. Read what calls to you. The order is thematic rather than ranked. Any of these books will repay the time you spend with it.

FOUNDATIONS: THE THEORY OF CONSTRAINTS

The Goal: A Process of Ongoing Improvement. *Eliyahu M. Goldratt and Jeff Cox.*

It's Not Luck. *Eliyahu M. Goldratt.*

The Haystack Syndrome: Sifting Information Out of the Data Ocean. *Eliyahu M. Goldratt.*

Theory of Constraints. *Eliyahu M. Goldratt.*

OPERATIONS AND MANUFACTURING EXCELLENCE

The ABCD Checklist for Operational Excellence. *Oliver Wight International.*

Manufacturing: The Formidable Competitive Weapon. *Wickham Skinner.*

The Fifth Discipline: The Art and Practice of the Learning Organization. *Peter M. Senge.*

TRUTH ON TIME

SALES AND OPERATIONS PLANNING, PLANNING SYSTEMS

Sales & Operations Planning - Best Practices: Lessons Learned from Worldwide Companies. *John Dougherty and Christopher Gray.*

Sales and Operations Planning: The How-To Handbook. *Thomas F. Wallace and Robert A. Stahl.*

Precisely Wrong: Why Conventional Planning Systems Fail. *Carol Ptak and Chad Smith.*

STRATEGY, INNOVATION, AND GROWTH

The Innovator's Dilemma: When New Technologies Cause Great Firms to Fail. *Clayton M. Christensen.*

Scaling Up: How a Few Companies Make It and Why the Rest Don't. *Verne Harnish.*

Build: An Unorthodox Guide to Making Things Worth Making. *Tony Fadell.*

LEADERSHIP AND ORGANIZATIONAL DYNAMICS

Flight of the Buffalo: Soaring to Excellence, Learning to Let Employees Lead. *James A. Belasco and Ralph C. Stayer.*

Radical Candor: Be a Kick-Ass Boss Without Losing Your Humanity. *Kim Scott.*

The Silo Effect: The Peril of Expertise and the Promise of Breaking Down Barriers. *Gillian Tett.*

TRUTH ON TIME

COMMUNICATION, INFLUENCE, AND FEEDBACK

Influence: The Psychology of Persuasion. *Robert B. Cialdini.*

Thanks for the Feedback: The Science and Art of Receiving Feedback Well. *Douglas Stone and Sheila Heen.*

Games People Play: The Basic Handbook of Transactional Analysis. *Eric Berne.*

INQUIRY AND LIFELONG LEARNING

The Book of Beautiful Questions. *Warren Berger.*

Questions Are the Answer. *Hal Gregersen.*

The Art of Worldly Wisdom. *Baltasar Gracián.*

Books That Have Made History: Books That Can Change Your Life. *J. Rufus Fears.*

High Conflict: Why We Get Trapped and How We Get Out. *Amanda Ripley*

PERSPECTIVE AND THE HUMAN CONDITION

Man's Search for Meaning. *Viktor E. Frankl.*

The Emperor of All Maladies: A Biography of Cancer. *Sidhartha Mukherjee.*

Bad Blood: Secrets and Lies in a Silicon Valley Startup. *John Carreyrou.*

Truth on Time

20 Essential Principles for Operational Excellence

Alex Bourdon and David Finlay

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