



SwitchPoints: Culture Change on the Fast Track to Business Success

Judy Johnson, Les Dakens, Peter Edwards, Ned Morse

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SwitchPoints is the inspiring story of how Canadian National Railway (CN) advanced from good to great in a few short years—becoming North America's top-performing railroad and a favorite with of corporate customers and investors. In it, the authors reveal how company-wide culture change propelled this aging transportation giant to become the profitable powerhouse it is today. Rich with insights and anecdotes, *SwitchPoints* offers lessons that can be applied to *any* organization seeking to improve the bottom line by improving their culture.

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