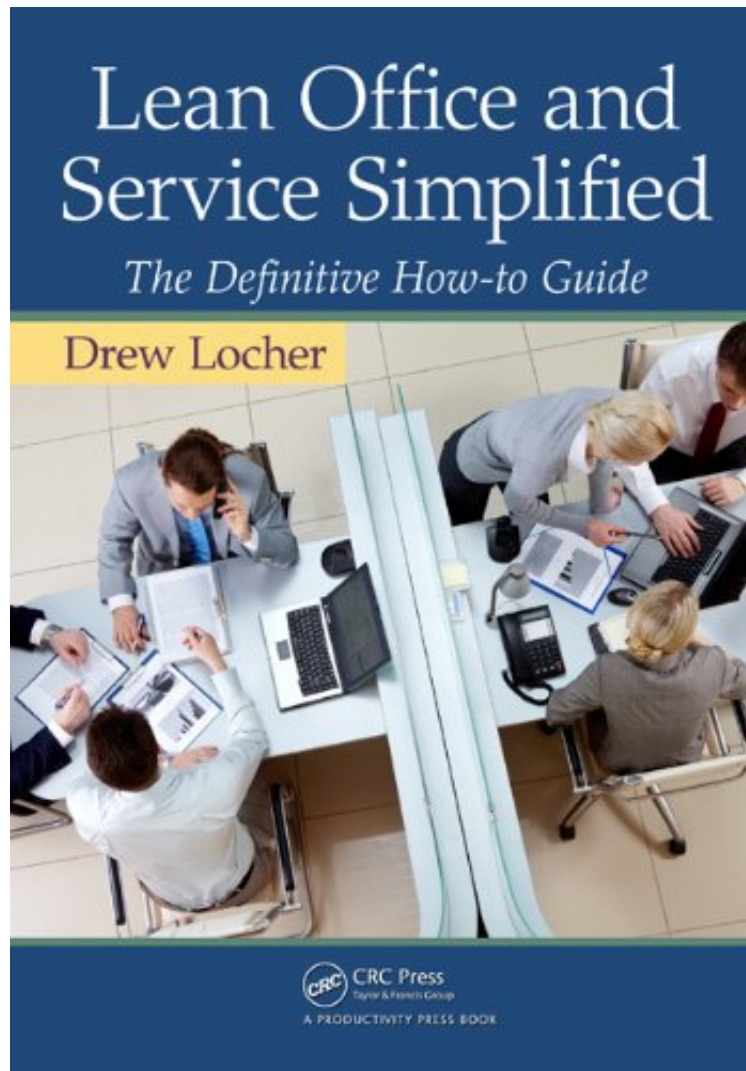


(Download) Lean Office and Service Simplified: The Definitive How-To Guide

Lean Office and Service Simplified: The Definitive How-To Guide

Drew Locher

*audiobook / *ebooks / Download PDF / ePub / DOC*



 [Download](#)

 [Read Online](#)

#456281 in eBooks 2012-02-10 2012-02-10 File Name: B0077RR1OC | File size: 55.Mb

Drew Locher : Lean Office and Service Simplified: The Definitive How-To Guide before purchasing it in order to gauge whether or not it would be worth my time, and all praised Lean Office and Service Simplified: The Definitive How-To Guide:

5 of 5 people found the following review helpful. This book keeps going and going By Brian Maskell reviewed this book when it first came out. Since then I have come to rely on the straightforward, common-sense approach Drew Locher provides in this book. Everybody can make small improvements in their office processes, but when you combine the methods shown in each chapter - you can make a powerhouse of improvement that radically changes your business. Anything less than his is not LEAN, it's what Professor Emiliani calls "fake lean". I highly recommend Lean Office Service Simplified. If you need to make improvements that truly make a difference to you office and customer

service processes, this easy-to-read and apply book will show you the way. 0 of 0 people found the following review helpful. Good translation of production system to office work By Tamara Bennett Most Lean teaching is based on factory models of production. Here, pragmatic and relatable situations that occur in knowledge work are described and Lean principles applied. This book will not make you a Lean expert, but it will supply useful tools and principles that anyone can apply to the office setting. 1 of 1 people found the following review helpful. For beginners By YK Yong Good for beginners to have some general ideas of Lean Office. Not in depth enough for use in the work place.

Winner of a 2012 Shingo Research and Professional Publication Award Demystifying the application of Lean methods, Lean Office and Service Simplified: The Definitive How-To Guide goes beyond the basic tools to detail the key concepts of Lean as they apply to office and service environments. It begins by discussing value stream management, followed by chapters on standard work, flow, level pull, and visual management. Winner of anbsp;2012 Shingo Prize, this booknbsp;covers essential Lean tools, including 5S and mistake proofing. It breaks down Lean concepts into their elementary components, describes them in a nonmanufacturing context, and supplies readers with specific how-to methodologies. Providing detailed examples throughout, the text illustrates the functions found in most service organizations, as well as the administrative areas of manufacturing companies. Drawing on more than two decades of practical experience, the author provides implementation strategies on a function-by-function and department-by-department basis. He examines the most common obstacles that readers are likely to encounter and supplies strategies to address those obstacles. The text includes a toolbox of helpful forms, charts, checklists, templates, and worksheets to help kick-start your Lean implementation efforts. Watch Shingo Prize-winning author Drew Locher discuss how to implement Lean concepts into your office and service settings.

hellip; a simple guide to help leaders drive the Lean transformation of themselves, their people, and processes. Glenn Marshall, Northrop Grumman Shipbuilding Drew is still one of the few practitioners who really understand the concept of the Lean Enterprise as opposed to Lean Manufacturing. Bill Beer, Wenger Corporation ... a plain language guide to transforming Office and Service industries into effective, efficient organizations. I recommend it strongly. Mike Robinson, Manager, Corning Cable Systems hellip; clear and straightforward methods for applying Lean thinking to administrative and support processes that apply across almost every industry hellip; I highly recommend this book. Brian Maskell, BMA Inc. hellip; Locher's book delivers! Every essential tool in the Lean toolkit is explored with enough simplicity for a beginner to understand and enough depth for an experienced Lean Thinker to draw from. Allan R. Coletta, Siemens Healthcare Diagnostics, Inc. hellip; a valuable and enthusiastically recommended instructional reference for anyone faced with the responsibility of managing a business to its effective maximum performance in both its physical plant and its human resources. hellip; begins by explaining the key concepts of Value Stream, Standard Work, Flow, Level Pull, and Visual Management. Every aspect of a functioning office is covered in accessible detail including sales, marketing, purchasing, accounting, customer service, mentoring, performance measurement, and more. nbsp;hellip; highly recommended for personal, professional, academic, and community library Business Management reference collections and supplemental reading lists. James A. Cox, Editor-in-Chief, Midwest Book , in Library Bookwatch, nbsp;March 2011 About the Author Change Movement Associates, Mt. Laurel, New Jersey, USA