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

Drew Locher

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Lean Office and Service Simplified: The Definitive How-To Guide Drew Locher
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 a *2012 Shingo Prize*, this book 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.

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