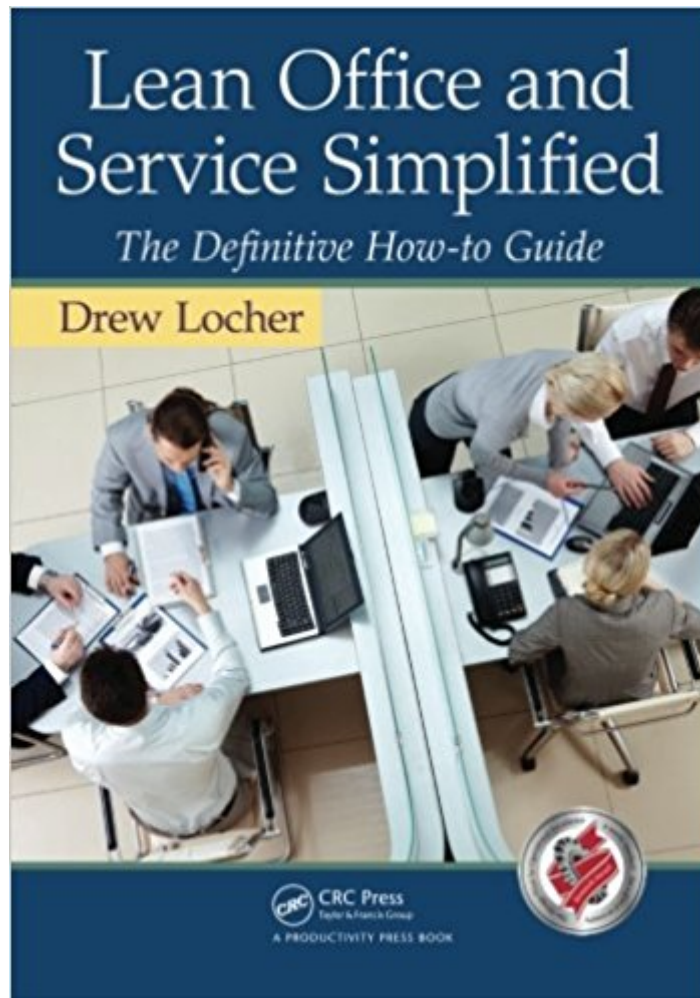




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# Lean Office And Service Simplified: The Definitive How-To Guide



## Synopsis

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.

## Book Information

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## Customer Reviews

â | a simple guide to help leaders drive the Lean transformation of themselves, their people, and

processes.â •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.â •Bill Beer, Wenger Corporation ... a plain language guide to transforming Office and Service industries into effective, efficient organizations. I recommend it strongly.â •Mike Robinson, Manager, Corning Cable Systems â | clear and straightforward methods for applying Lean thinking to administrative and support processes that apply across almost every industry â | I highly recommend this book.â •Brian Maskell, BMA Inc. â | Locherâ™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.â •Allan R. Coletta, Siemens Healthcare Diagnostics, Inc. â | 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. â | 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.Â â | highly recommended for personal, professional, academic, and community library Business Management reference collections and supplemental reading lists.â •James A. Cox, Editor-in-Chief, Midwest Book Review, in Library Bookwatch,Â March 2011

Change Movement Associates, Mt. Laurel, New Jersey, USA

I 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 this 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.

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.

Good for beginners to have some general ideas of Lean Office. Not in depth enough for use in the work place.

Most LEAN books are based on a manufacturing environment. The LEAN Office does a wonderful job of applying LEAN in an office environment, clearly and concisely.

Has the tools, explains things quite pragmatically, and has actual examples for office environments and information processing work. Best Lean book by far.

As I started reading this book, I thought "the author is trying hard to demonstrate how techniques and tools from lean factories can be applied in an office setting". So I had a few reservations about the book structure itself. But, as I made progress through the chapters, I saw a lot of value in this approach. The chapters about functional applications are VERY useful. And the author clearly speaks from experience. I warmly recommend this book to managers in an office environment!

I applaud Locher's work in this book. It covers the central tenets of Lean in an office centric way, without delving too often back to the manufacturing toolkit, and utilizing great examples that focus on the office environment. Pros:- Excellent examples throughout the book, with many drawings, pictures, and other visual depictions- Covers all the main concepts of lean as applied to an office environment, from the wastes to visual management to accountability to daily meetings to standard work- Follows a sensible format through standard work, visual controls, waste reduction, and Kaizen.- Does not tout the author's flavor of the week or consulting business. Just the facts, sir. Cons:- I wish it were longer, with more details. That's a minor complaint, but illustrates how much I enjoyed this book and its content.

System and tools explained with the purpous and practical

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