



### Office Kaizen: Transforming Office Operations Into a Strategic Competitive Advantage

*William Lareau*

Many business functions have been significantly improved through the use of a variety of quality techniques, but for the most part office and administrative functions have not kept pace. Most companies find it difficult to reduce costs in the office without noticeable sacrifices in performance. Some progressive companies are seeing improvements in their office environments through the use of office kaizen, which emphasizes making continuous improvements over the long haul.

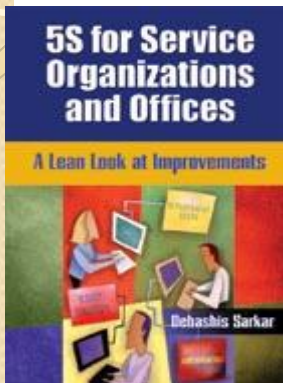
2002 pehmeäkantinen 184 sivua

Tilausnumero: H1168

ISBN 978-0-87389-556-9

### 5S for Service Organizations and Offices: A Lean Look at Improvements

*Debashis Sarkar*



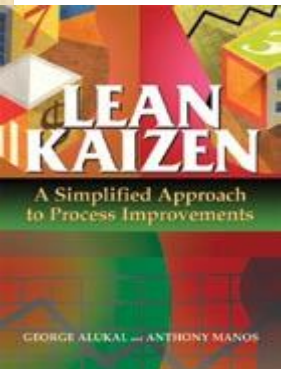
5S is a simple and immensely practical approach to quality improvement which, when implemented effectively, can transform the fabric of a company. Traditionally used in manufacturing companies for little more than housekeeping, its latent power has yet to be leveraged by service companies. Author Debashis Sarkar has pioneered a blueprint for 5S implementation that can take service organizations to greater heights. The principles can also be applied to offices, education institutes, and hospitals, as well manufacturing companies that wish to realize the full potential of 5S.

5S can be converted to a management practice when implemented as a change initiative involving the organization at all levels, from the CEO to the process associate. Implementation requires an all-encompassing workplace system comprising structure, people, processes, practices, and infrastructure. Such a holistic implementation moves 5S away from being just another methodology and to an intervention that can change the hearts and minds of the employees, irrespective of the state of maturity of the organization in improvements.

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### Lean Kaizen: A Simplified Approach to Process Improvements

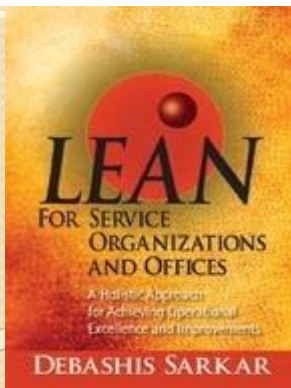
*George Alukal and Anthony Manos*

To compete successfully in today's economy, organizations need to be as good as or better than their global competitors. This goes not only for quality, but also for costs and cycle times (lead time, processing time, delivery time, set-up time, response time, etc.). Lean addresses these needs in its emphasis on teamwork, continuous training and learning, produce to demand ("pull"), mass customization and batch size reduction, cellular flow, quick changeover, and total productive maintenance.

The intended audience for this book is any quality or operational professional who wants to start their lean journey or enhance their career opportunities. After introducing the concepts of lean and kaizen, various building blocks of a lean enterprise are described. After reading this book, any reader will have a foundation of what is understood today as "lean." All the examples of kaizens presented in the book are from the authors' experience associated with real lean transformations. In addition, the forms, figures, and checklists included as part of this book and also on the accompanying CD-ROM can be customized and used in the readers' own lean journey when they perform kaizens.

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### **Lean for Service Organizations and Offices: A Holistic Approach for Achieving Operational Excellence and Improvements**

*Debashis Sarkar*

Service organizations and offices worldwide are beginning to realize that only those companies that are efficient and able to meet the changing needs of customers will survive the fierce competition of the marketplace. Adopting lean puts anyone in a position more likely to build an intimate relationship with customers and build a foundation of operational excellence.

Lean has the ability to address a wide range of problems faced by service companies, such as: complexity reduction, sales force productivity enhancement, operations risk control, cost leadership, combining scale with flexibility, service excellence, and improving employee morale and involvement. Many of the principles discussed in the book are based on the author's experience in lean implementation. Being from a practitioner's viewpoint, *Lean for Service Organizations and Offices* is *light on theory and heavy on application*, exactly what's needed for a holistic and comprehensive lean transformation.

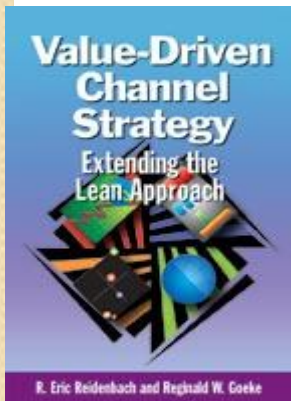
*2007 pehmeäkantinen 248 sivua*

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### **Value-Driven Channel Strategy: Extending the Lean Approach**

*R. Eric Reidenbach and Reginald W. Goeke*



Value at the point of production does not automatically translate into value at the point of consumption. Augmenting lean thinking with a more robust and substantial customer value basis makes it even more powerful when applied to the organization's value stream. This book unleashes the principles of lean thinking as a strategic tool to do just that. As authors Reidenbach and Goeke argue throughout this book, an organization's ability to use lean techniques to not only eliminate nonvalue-adding costs but also to use the same lean tools to enhance its competitive value proposition is to realize the full power and potency of lean.

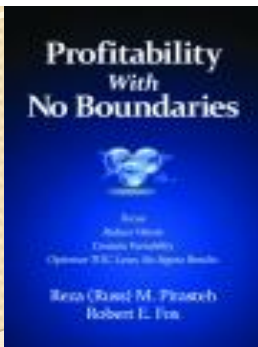
Managers from a number of distinct organizational areas such as marketing, quality, logistics, Six Sigma, TQM (total quality management), and CRM (customer relationship management), as well as market research and business intelligence will find this book useful and interesting and will challenge them to think about the way they view their business. This book is pertinent not only to manufacturing but also service organizations that move products/services through channels of distribution. The principles outlined in this book apply equally to commercial banks, healthcare, and insurance as they do to the automotive or pharmaceutical industries.

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Hinta: katso hinnasto



## Profitability with No Boundaries: Optimizing TOC and Lean Six Sigma

Reza (Russ) M. Pirasteh and Robert E. Fox

Tilanusnumero: H1395

Authors Pirasteh and Fox know what causes various improvement approaches to fail, and in response provide a new model that combines theory of constraints (TOC), lean, and Six Sigma into a unique program called TLS. This scientifically proven methodology improves results dramatically.

The book is divided into two parts. The first is geared to senior decision makers—those who decide “if” their company should adopt a TLS approach. The second deals with the details of “how” and is directed at those responsible for implementing TLS. Readers who would like more depth on any section of Part I can go directly to the matching chapter in Part II.

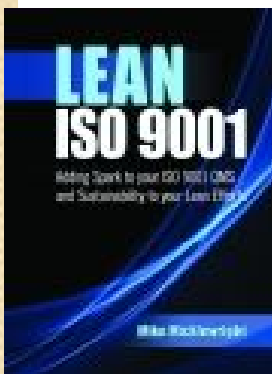
If your intention is to learn how to systematically improve quality, process reliability, and throughput while creating a wasteless enterprise, then this book is for you!

384 pages. ISBN 978-0-87389-795-2. Hard Cover. 2011

## Lean ISO 9001: Adding Spark to your ISO 9001 QMS and Sustainability to your Lean Efforts

Mike Micklewright

Tilanusnumero: H1384



ISO 9001 consists of good business practices and processes that have evolved over many years; lean is about getting rid of the waste in each company’s interpretation and implementation of those and other processes, making them more effective and efficient with the objective of reducing lead time. Thus, it makes perfect sense to combine these two complementary forces into Lean ISO 9001. There are three main aspects to Lean ISO 9001. The first is “Leaning Out the Quality Management System.” This chapter discusses how and why documentation systems get out of control, what’s wrong with an overly lengthy documentation system, and how to get it back in control and more user-friendly through the use of the lean tool 5S. The second aspect is “Integrating Lean Practices with the QMS,” which describes how certain lean practices such as Value Stream Mapping, 5S, kaizen, and Training Within Industry (TWI) could and should be integrated within the QMS if the company plans to continue to use lean methodologies in the foreseeable future. The third aspect is “Leaning out the QMS Processes,” which outlines the wastes involved with operating under multiple continuous improvement processes. It explains the relationship between Value Stream Maps and Procedures, and provides ideas on how to eliminate some of the wastes involved with typical quality processes like Record Control, Internal Auditing, Corrective/Preventive Actions, Management Review, and Document Control.

## Lean Doctors: A Bold and Practical Guide to Using Lean Principles to Transform Healthcare Systems, One Doctor at a Time

Aneesh Suneja with Carolyn Suneja

Tilanusnumero: H1387



Foreword by Michael F. Gutzeit, M.D., Chief Medical Officer and Vice President of Quality, Children’s Hospital of Wisconsin This practical, how-to book clearly and succinctly takes the reader through six proven “success steps” for implementing lean in any healthcare environment:

1. Create physician flow
2. Support physician value-added time
3. Visually communicate patient status
4. Standardize everyone’s work
5. Lay out the clinic for minimal motion
6. Change the care delivery model

Why go through such a transformation? Because it works. Tell a doctor that he can see the same number of patients, offering the same high quality and personal care, and have an extra 90 minutes at the end of his clinic day – and that means something. Tell the staff that they can look forward to actually ending on time, with satisfied patients, no backlog, and having focused their attention completely on quality patient care – and they will listen.

These Lean principles and success steps work in clinics ranging from orthopedics to neurology to cardiac care—the specialty doesn’t matter. They work in small practices and large hospital settings. Lean methodology provides the tools to address the frustrations patients and doctors alike experience in the clinic process.

184 pages. ISBN 978-0-87389-785-3. Soft Cover. 2010