



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

By Drew Locher

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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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Editorial Review

Review

... 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

... clear and straightforward methods for applying Lean thinking to administrative and support processes that apply across almost every industry ... I highly recommend this book.
?Brian Maskell, BMA Inc.

... 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.

... 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. ... 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. ... 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 Review, in *Library Bookwatch*, March 2011

About the Author

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

Users Review

From reader reviews:

Sandy Holiday:

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Angelita Estes:

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Brian Rankins:

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