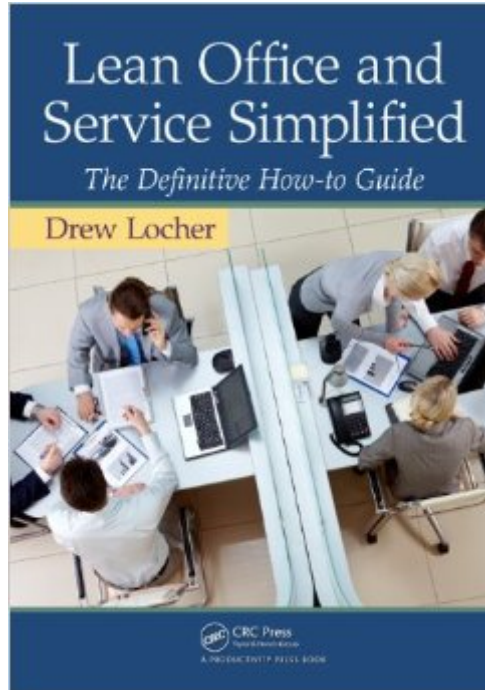# Lean Office And Service Simplified: The Definitive How-To Guide

Synopsis

Winner of a 2012 Shingo Research and Professional Publication AwardDemystifying 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

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 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.

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.

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.

Easy to understand guide on lean management fundamentals with real world examples. This book is very motivational and I highly recommend it to anyone looking to change the culture of their business to include continuous improvement.

An easy to read and practical guide how to think about the LEAN concepts for administrative flows. Mr. Locher does a great job introducing basic concepts while he at the same time gives the experienced LEAN thinker valuable tips. Whether you are a novice in the field or have experience in LEAN Manufacturing, this is a book that is enjoyble to read. Highly recommended.

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.

LEAN: Lean Tools - 5S (Lean, Lean Manufacturing, Lean Six Sigma, Lean 5S, Lean StartUp, Lean Enterprise) (LEAN BIBLE Book 3) Lean: QuickStart Guide - The Simplified Beginner's Guide To Lean (Lean, Lean Manufacturing, Lean Six Sigma, Lean Enterprise) Lean Six Sigma: and Lean QuickStart Guides - Lean Six Sigma QuickStart Guide and Lean QuickStart Guide (Lean Six Sigma For Service, Lean Manufacturing) LEAN: Lean Bible - Six Sigma & 5S - 3 Manuscripts + 1 BONUS BOOK (Lean Thinking, Lean Production, Lean Manufacturing, Lean Startup, Kaizen) Lean Office and Service Simplified: The Definitive How-To Guide Lean Six Sigma: Value Stream Mapping: Simplified Beginner's Guide to Eliminating Waste and Adding Value with Lean (Lean, Six Sigma, Quick Start Beginner's Guide, Quality Control) The Food Service Professional Guide to Controlling Restaurant & Food Service Operating Costs (The Food Service Professional Guide to, 5) (The Food Service Professionals Guide To) The Food Service Professional Guide to Controlling Restaurant & Food Service Food Costs (The Food Service Professional Guide to, 6) (The Food Service Professionals Guide To) Programming Microsoft Office 365 (includes Current Book Service): Covers Microsoft Graph, Office 365 applications, SharePoint Add-ins, Office 365 Groups, and more (Developer Reference) Your Office: Microsoft Office 2016 Volume 1 (Your Office for Office 2016 Series) Lean Six Sigma QuickStart Guide: A Simplified Beginner's Guide to Lean Six Sigma Lean Six Sigma QuickStart Guide: The Simplified Beginner's Guide to Lean Six Sigma Lean QuickStart Guide: A Simplified Beginner's Guide To Lean ITSM QuickStart Guide: The Simplified Beginner's Guide to IT Service Management (IT Service Management, ITIL, ITIL v3) Lean Six Sigma: Value

Stream Mapping: Simplified Beginner's Guide to Eliminating Waste and Adding Value with Lean Lean Six Sigma: The Ultimate Guide To Lean Six Sigma With Tools For Improving Quality And Speed! (Lean, Six Sigma, Quality Control) Food Service Menus: Pricing and Managing the Food Service Menu for Maximun Profit (The Food Service Professional Guide to Series 13) Civil Service Exam Secrets Study Guide: Civil Service Test Review for the Civil Service Examination (Mometrix Secrets Study Guides) Lean Six Sigma for Service : How to Use Lean Speed and Six Sigma Quality to Improve Services and Transactions The Toyota Way to Service Excellence: Lean Transformation in Service Organizations