

The Lean Toolbox for Service Systems



John Bicheno

John Bicheno The Lean Toolbox For Service Systems

Andy Brophy



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The Lean Toolbox for Service Systems John Bicheno, 2008 Presents a set of core tools for Lean service operations with particular attention given to mapping tools in service Begins with the inter related concepts of The Systems Approach and Lean Philosophy as they apply to service Continues with a classification for Lean Service and gives a three level approach to mapping in various types of service situation Concludes with a look at the essential Lean service tools **The Service**

Systems Toolbox John Bicheno, 2011-10-01 This update of The Lean Toolbox for Service Systems incorporates Lean Thinking Systems Thinking and Design Thinking and contains sections on philosophy and description of the most practical tools A strong feature is the contingency approach different approaches for different service and administration situations

The Financial Times Guide to Lean Andy Brophy, 2013-02-14 Learn how to make your company more efficient increase customer value with less work and make better use of your organisation's resources by implementing a Lean management strategy The Financial Times Guide to Lean is a guide to the tools that are used to implement Lean showing you how to apply Lean practices fully into your organisation or company This book offers a comprehensive and objective look at lean strategy and how it can be tailored for different companies **Architecture and Patterns for IT Service Management, Resource**

Planning, and Governance Charles T. Betz, 2011-09-23 IT in a World of Continuous Improvement Architecture Approach Patterns for the IT Processes Patterns for the IT Lifecycles APPENDIX A Extended Definitions for the IT Architectural APPENDIX B Fundamentals of Computing for the Business APPENDIX C Production and Services REFERENCES INDEX

Lean Services im Bereich Wartung, Reparatur und Überholung Daniel Markus Jueterbock, 2012-09-17 Inhaltsangabe Einleitung Diese Arbeit wird den aktuellen Stand der Forschung im Bereich Lean Services aufzeigen und soweit möglich ergänzen Anhand von Praxisbeispielen wird versucht die Prinzipien des Lean Managements auf Dienstleistungen zu übertragen Diese Fälle sollen einerseits Schwächen der herkömmlichen Leistungserstellung aufdecken und andererseits Möglichkeiten der Effizienzsteigerung durch die Lean Prinzipien aufzeigen Damit soll gleichzeitig gezeigt werden ob und wie Lean Management auf Dienstleistungen anwendbar ist Diese Arbeit soll folgende Fragen beantworten Wie und unter welchen Umständen können die Lean Prinzipien auf Dienstleistungen übertragen werden Welche Bedeutung besitzen die Bestandteile Value Stream Flow Pull und Perfection bei deren Übertragung auf den Servicebereich Als Lösungsansatz zur Beantwortung dieser Forschungsfragen sollen Fallstudien zu Dienstleistungsprozessen erstellt werden Als Fallstudie wird hier eine Forschungsmethode angesehen die empirisch ein bestimmtes Phänomen in einem lebensnahen Kontext erforscht Dabei wird als Fall eine Einheit betrachtet für die Daten gesammelt werden Es werden unterschiedliche Kombinationen der Datenerhebung angewendet beispielsweise Interviews und Beobachtungen Um die einzelnen Ergebnisse zu bestätigen werden drei Fallstudien betrachtet In den Fallstudien wird ermittelt ob und wie Lean Management auf Dienstleistungen anwendbar ist Dafür werden reale Dienstleistungsprozesse in Unternehmen skizziert und analysiert Da dies

nur vor Ort funktioniert wird ein qualitativer bzw. phänomenologischer Ansatz gewählt. Aufgrund der ausgewählten Fallstudien handelt es sich hier um eine Querschnittsstudie, welche zeitlich begrenzt sind und ein bestimmtes Phänomen zu einer bestimmten Zeit zeigen. Die Datenerhebungsprozedur erfolgte während Hospitationen bei teilnehmenden Unternehmen. Es wurde eine Kombination aus Beobachtungen und Interviews angewendet. Soweit vorhanden wurden von den Unternehmen Daten als Sekundärquellen genutzt. Zur Formulierung der Fallstudie wurden Interviews inklusive Beobachtungen aufgezeichnet und in Protokollen und Prozessdokumentationen z.B. Value Stream Mapping festgehalten. Bei den Fällen handelt es sich um einen Industrie-Dienstleister, einen Niederlassungsbetrieb eines Automobilherstellers sowie einen Elektrofachbetrieb. Die angebotenen Dienstleistungen liegen im Bereich Wartung, Reparatur und Überholung. Struktur der

A Public-Sector Journey to Lean Kate McGovern, 2018-10-26. Most Lean practitioners learn about the three Ms: muda (waste), mura (unevenness or variability) and muri (overburden) and beginners in Lean generally focus on the removal of muda. The impact of muri is not as readily understood. It is extremely significant, however, for those working in government. Decisions on staffing levels and resource allocation are made by elected officials who are generally disconnected from daily operations. Short-sighted cost cutting makes it difficult to deliver quality services as efficiently as possible. The mantra of 'do more with less' creates ever-increasing muri. In contrast to robust Lean programs in privately owned companies, efficiency initiatives are regularly cut from public sector budgets. Antiquated systems remain in place with too few workers to operate the existing processes. The debilitating impact of persistent muri brings burnout and turnover, perpetuating a vicious cycle. Despite the muri, a dedicated cadre of public servants is hard at work using Lean techniques and principles to break down bureaucratic red tape and improve the quality of services at every level of government across the country. While the author incorporated examples of Lean initiatives in other states to give readers an idea of all the terrific work that is occurring, this book is really the story of one of those journeys. Using the author's experience while working for the State of New Hampshire, you will learn about the steps along the way. Each chapter tells a story of what they did, what they learned, and how the lessons can be applied. Annotated outlines of White, Yellow, and Green Belt programs and the Lean for Leaders workshop, as well as two hypothetical scenarios that were used as training exercises, are included. These approaches are not intended to be authoritative or prescriptive; they are offered as insights and examples. You will read about the challenges and pitfalls and the creative countermeasures developed by a dauntless team of Lean practitioners. The story is shared to inform and encourage others. Material based on the New Hampshire Bureau of Education and Training's Lean programs is included throughout the book.

Appliquer le ToC Lean Six Sigma dans les services Florent A. Meyer, 2014-02-04. Préface de Stéphane Chabrier. Dans son premier ouvrage relatif à l'automatisation algorithmique des processus, La révolution ToC Lean Six Sigma dans les services, Comprendre, analyser et améliorer la performance de sa relation de service, Florent A. MEYER a montré l'apport considérable de ce type de démarche au management de l'excellence opérationnelle et de la performance durable d'une entreprise ou d'une

autre organisation Dans le présent ouvrage en plus de rappeler quelques fondamentaux techniques des trois méthodes l'auteur rassemble le fruit de ces retours d'expérience de démarches intégrées ToC Lean Six Sigma Un livre donc plus tourné vers la mise en œuvre qui s'adresse de ce fait en priorité aux responsables qualité spécialistes et étudiants qui souhaitent intervenir avec ces techniques dans le secteur tertiaire Le ToC Lean Six Sigma fait désormais partie soit de la panoplie de survie soit de l'arsenal compétitif de bien des entreprises de services administrations et autres organisations Sa maîtrise deviendra un actif intangible stratégique pour elles N'hésitez pas vous l'approprier La révolution ToC Lean Six Sigma dans les services Comprendre, analyser et améliorer la performance de sa relation de service Florent A. Meyer, 2012 Préface de Xavier Quirant Hément directeur de la Qualité du groupe La Poste Comment amener la transformation Lean dans votre entreprise de service Et faire en sorte que tout le monde travaille sur les vrais flux de valeur au lieu de perdre son temps à réarranger les transats sur le pont supérieur de votre Titanic Le ToC Theory of Constraints théorie des contraintes Lean Six Sigma est une méthode puissante qui va augmenter de manière significative et durable la performance de vos processus tout en réduisant leurs coûts opérationnels Avec cet ouvrage consacré spécifiquement au secteur des services vous découvrirez que vous pouvez même amener cette transformation en adoptant une vision créatrice de valeur pour vos clients en éliminant vos flux de production de valeur client en mettant en place des responsables qui vont faire merger les causes racines des problèmes gaspillages contraintes et variations et les solutions pour les lever en engageant vos personnels dans l'écoute des clients et l'amélioration permanente des processus en intégrant la recherche de l'excellence opérationnelle dès la conception et le développement de vos services et en cultivant les rites et rythmes managériaux qui permettront de garder vivant l'esprit de la démarche Un ouvrage essentiel pour tous ceux qui veulent comprendre et maîtriser les fondamentaux de la démarche ToC Lean Six Sigma appliquée au secteur des services **The Lean Toolbox Revised Sixth Edition** John Bicheno, Matthias Holweg, 2024-06-19 A comprehensive and up to date sourcebook for process improvement The book covers a wide range of topics from hard tools to soft issues from Planning to Implementation A comprehensive guide to Digital is included Operations Strategy ,

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