

The Lean Toolbox For Service Systems Paperback

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JAQUAN CINDY

Ask the Right Questions Simon and Schuster

Numerous organizations are grumbling that lean didn't accomplish their long-term business objectives, and the improvement sway was fleeting. 7 out of every 10 lean ventures fall flat as organizations attempt to utilize lean like a toolbox, copying the procedures without attempting to adjust the individual's culture and their way of doing things, deal with the improvement cycle, support the outcomes, and build up their pioneers. At the point when the Toyota creation framework was made, the principle objective was to eliminate wastes from the shop floor utilizing some lean procedures and strategies. What was not satisfactory is that this needed from Toyota a long cycle of administration improvement, and a high promise to preparing and instructing their representative. A Failure to accomplish and support the improvement is an issue of both administration and initiative just as the miss-understanding of the human conduct, and the necessary culture to progress.

Freedom from Command and Control Lulu.com

This is the Fifth Edition of what has become a standard bestselling text on the tools, systems, and principles of Lean Manufacturing and Lean Operations. The Lean Toolbox covers Lean Philosophy, The Science of Lean, Improvement, Change, Strategy, Flow, Mapping, Scheduling, Layout, Quality, Product Development, Supply Chain, Lean Accounting, and Lean beyond the factory floor. It is aimed at managers and practitioners. Previous editions were known for their concise style and wide coverage. Over 110,000 copies of the previous editions were sold. The last edition was recommended by APICS for their International CPIM (Certified in Production and Operations Management) examinations. The book is prescribed by

several universities in UK, USA, Denmark. The 4th edition remained on Amazon.co.uk's top 10 on manufacturing for 5 years. This is a complete revision and update including 40 additional pages.

The Lean Six Sigma Pocket Toolbook: A Quick Reference Guide to Nearly 100 Tools for Improving Quality and Speed Createspace Independent Publishing Platform

The motivation for this book came out of a shared belief that what passed as 'theory' in operations management (OM) was all too often inadequate. In one respect, OM scholars were bending over backwards to make theories from other fields fit our research problems. In another, questionable assumptions were being used to apply mathematics to OM problems. This book provides a succinct summary of the core knowledge of OM through a set of ten fundamental principles that bring together a century of operations management thinking, and which cover all basic aspects of the core teaching covered at Master's level.

Lean Toolbox CRC Press

How can you establish a customer-centric culture in an organization? This is the first comprehensive book on how to actually do service design to improve the quality and the interaction between service providers and customers. You'll learn specific facilitation guidelines on how to run workshops, perform all of the main service design methods, implement concepts in reality, and embed service design successfully in an organization. Great customer experience needs a common language across disciplines to break down silos within an organization. This book provides a consistent model for accomplishing this and offers hands-on descriptions of every single step, tool, and method used. You'll be able to focus on your customers and iteratively improve their experience. Move from theory to practice and build sustainable business success.

Tools and Techniques for the Practicing Project Manager PediaPress

What company doesn't want energized

workers, delighted customers, genuine efficiency, and breakthrough innovation? The Lean Mindset shows how lean companies really work—and how a lean mindset is the key to creating stunning products and delivering amazing services. Through cutting-edge research and case studies from leading organizations, including Spotify, Ericsson, Intuit, GE Healthcare, Pixar, CareerBuilder, and Intel, you'll discover proven patterns for developing that mindset. You'll see how to cultivate product teams that act like successful startups, create the kind of efficiency that attracts customers, and leverage the talents of bright, creative people. The Poppendiecks weave lean principles throughout this book, just as those principles must be woven throughout the fabric of your truly lean organization. Learn How To Start with an inspiring purpose, and overcome the curse of short-term thinking Energize teams by providing well-framed challenges, larger purposes, and a direct line of sight between their work and the achievement of those purposes Delight customers by gaining unprecedented insight into their real needs, and building products and services that fully anticipate those needs Achieve authentic, sustainable efficiency without layoffs, rock-bottom cost focus, or totalitarian work systems Develop breakthrough innovations by moving beyond predictability to experimentation, beyond globalization to decentralization, beyond productivity to impact Lean approaches to software development have moved from novelty to widespread use, in large part due to the principles taught by Mary and Tom Poppendieck in their pioneering books. Now, in The Lean Mindset, the Poppendiecks take the next step, looking at a company where multidiscipline teams are expected to ask the right questions, solve the right problems, and deliver solutions that customers love.

Banish Waste And Create Wealth In Your Corporation Springer Nature

Digital transformation is a business concern; it is no longer just IT that must

get things done. The disruptive force of start-ups focusing on IT-based services that can be consumed through mobile devices cannot be underestimated -- These start-ups eat away at the high-margin services provided by incumbents, leaving lower margin products and services that are rapidly being commoditized. This is happening in all industry sectors and it is the ones who are best able to adjust, innovate, and improve their service offerings that will survive. The question is: What do you need to do to ensure that your organization is one of the survivors? The core of the solution to the problem is to radically improve the way the IT organization works together with the business. To be clear, the digital transformation of your business depends on that relatively small group of people in the basement, or other out-of-the-way location, who make sure that your IT services work. So, building a cooperative model is vital for the success of the business. Which model has proven its worth in many industries? It is the application of Lean principles that gives organizations an advantage in delivering their products and services to their customers. Transforming your organization to high performance is, above all, a people-based movement with the acquisition and, most importantly, application of knowledge and skills necessary for the high performance way of working at its core. In teams, from boardroom to work floor, building a new way of thinking and acting is essential. This book aims to give insight into the reasons why you and your organization must consciously act to apply Lean principles to your IT organization. It explains the phases organizations go through as they start out with their initial attempts to gain advantages from Lean tools to the phase in which they reap the strategic benefits of Lean applied to IT. The real work of the transformation is described from two different perspectives: Leadership and Team. This book describes a complete set of principles, practices and tools In order to make the right decisions along the winding route of your transformation. The people who will guide, support and drive your transformation are the leaders and team members who understand and apply those principles, practice and tools: your Lean IT Experts.

The Definitive How-To Guide Springer Nature Society, globally, has entered into what might be called the "service economy." Services now constitute the largest share of GDP in most countries and provide the major source of employment in both

developed and developing countries. Services permeate all aspects of peoples' lives and are becoming inseparable from most aspects of economic activity. "Quality management" has been a dominating managerial practice since World War II. With quality management initially associated with manufacturing industries, one might assume the relevance of quality management might decrease with the emergence of the service economy. To the contrary, the emergence of the service economy strengthened the importance of quality issues, which no longer are associated only with manufacturing industries but are increasingly applied in all service sectors, as well. Today, we talk not only about product or service quality but have even expanded the framework of quality to quality of life and quality of environment. Thus, quality and services have emerged in parallel as closely interrelated fields. The Encyclopedia of Quality and the Service Economy explores such relevant questions as: What are the characteristics, nature, and definitions of quality and services? How do we define quality of products, quality of services, or quality of life? How are services distinguished from goods? How do we measure various aspects of quality and services? How can products and service quality be managed most effectively and efficiently? What is the role of customers in creation of values? These questions and more are explored within the pages of this two-volume, A-to-Z reference work.

The Service Systems Toolbox BoD - Books on Demand
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.

Building a Lean Service Enterprise McGraw Hill Professional
From the award-winning developers of Factory Physics—a powerful leadership guide for breakthrough performance A comprehensive guide that cuts through the hodgepodge of copycat initiatives, overblown buzzwords, confusing mathematics, and misguided software, Factory Physics for Managers is a breath of fresh air for operations managers and executives. Written by the leaders and experts behind the bestselling Factory Physics, it's a brilliant crash course in the practical science of operations designed to help you: Achieve best possible profit,

cash flow, and customer service Attain highest return with existing Lean, Six Sigma, and ERP initiatives Manage your capacity, inventory, response time, and variability with high predictability Simplify management of complexity using existing IT systems Use the fundamentals of science to ensure your operation's success See your company and procedures more clearly Improve intuition, decision making, and strategy execution A strategy of imitation is not much of a strategy. Most every company uses the common continuous improvement initiatives. This highly accessible guide addresses but goes beyond other business approaches such as Lean, Six Sigma, and Theory of Constraints by offering a customizable plan that you can apply to any manufacturing-based industry or supply chain. You'll discover invaluable tools for developing operations strategy and driving execution by using practical science to assess your procedures, target problems, and find solutions. You'll learn essential life lessons from the best—and worst—practices of corporate leaders like Toyota and Boeing. You'll find ingenious new ways to improve your leadership by predictively managing the tradeoffs that every operation faces—whether it's more or less inventory or capacity, higher or lower customer service, or more or fewer products. Using this approach, you can tackle these natural conflicts in business through a practical, comprehensive science of operations. Factory Physics for Managers makes it easier to choose and execute the best strategy for better productivity—and even bigger profits. Praise for Factory Physics for Managers "Factory Physics for Managers is a proven path to flawless execution and results. Leading vs. following in our industry is predicated on the relentless pursuit of putting order to chaos. Factory Physics science and CSuite software have given our organization the ability to plan, predict, model, and execute based on explosive growth and rapid-fire, dynamic changes to our business model. In our case, history is not a good predictor of the future, so we need to deploy our resources wisely, and the Factory Physics approach has helped us do just that." —Larry Doerr, COO, Stratasys "Shows how the science behind Lean initiatives can greatly improve results in terms of productivity and resources." —Bill Fierle, Vice President and General Manager, TopWorx, Emerson "Brings powerful, accessible science to operations management. The Factory Physics playbook enables me to lead the harnessing of our data more effectively for modeling, planning, control, and feedback.

Armed with the concepts, common language, and tools in this book, I can partner with operations' leadership to impact the bottom line." —Jeffrey Korman, CIO, Hu-Friedy Mfg LLC, Chicago
Reflections of a Lean Management Practitioner diplom.de

This book provides an assorted set of reflections/lessons from the "trenches" of Lean service and brings to fore leadership challenges, new tools, and the known-unknowns (insights that very few know but many in journey of Lean transformation need to know). 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 first-hand experience in Lean implementation.
[The Lean Toolbox 5th Edition](#) World Scientific

How to Coach for Creativity and Service Excellence: A Lean Coaching Workbook is a self-contained workbook, in which the reader completes twenty-one days of practical exercises and activities focused on creativity, lean and coaching (one set per day). This will enable the reader to develop their capability and confidence to be creative, adapt lean principles, practices and tools to their unique service organization and coach others to do the same. The workbook guides the reader through a structured, systematic, easy-to-understand, habit-building approach, and function as the reader's 'coach'. As the reader 'works' their way through the book, they will reclaim their creativity, learn Karyn's tried-and-true 15-minute a day coaching approach and adapt lean principles, practices and tools to their particular service organization. As an internationally acclaimed lean consultant, highly experienced coach and coauthor of *The Toyota Way to Service Excellence*, Karyn Ross is often asked to help service organizations that are struggling to translate lean principles into the sustainable practices that will meet their - and their customers' - unique needs, now and for the long-term. Over the years, Karyn has found that the best way for organizations to overcome this struggle is to develop a network of coaches who can help people at all levels: • Learn by 'doing'. Changing what we do - and seeing the different result - changes how we think, not the opposite! • Adapt lean in a way that makes sense for their service organization. Lean practitioners working in

service organizations may have difficulty adapting lean manufacturing practices to meet the special 'people' considerations found in services. • Practice continuously to make a habit. Coaching helps people develop the discipline and stamina needed to turn new behaviors into habits. That's the beauty of this book! It functions as the reader's personal 'coach', guiding them through the daily practice required to make new behaviors (and the resulting new thinking) a habit, so that they can coach their organization to success!

Lean Project Management - How to Apply Lean Thinking to Project Management Bookbaby

Games have been an integral part of Lean Education and Training ever since Hewlett Packard made their 'Stockless Production' video in 1982. Over two decades John Bicheno had been developing and refining games for all aspects of Lean and Operations Management. These have been assembled together to produce a compendium that will be useful to Lean and Operations trainers everywhere. Although one cannot learn about Lean exclusively from playing games, games do allow quick experiential learning that reading about Lean, or listening to a lecture, cannot convey. Games allow players not only to learn about the interaction of particular Lean tools, but also to develop the richness of discussion, participation, and decision making that are essential requirements for successful Lean implementation. This collection covers a wide field including waste reduction, 5S, scheduling, layout, TPM, design, quality, and changeover, as well as an appreciation of the effects of variation and utilization. Some specific and perhaps lesser-known concepts such as Drum Buffer Rope, CONWIP and Bucket Brigade line balancing are also included. All the games presented here have been thoroughly tested and played in plant, academic, and workshop settings.
[Lifting Productivity In Singapore's Retail And Food Services Sectors: The Role Of Technology, Manpower And Marketing](#) SAGE Publications

Lean Thinking was launched in the fall of 1996, just in time for the recession of 1997. It told the story of how American, European, and Japanese firms applied a simple set of principles called 'lean thinking' to survive the recession of 1991 and grow steadily in sales and profits through 1996. Even though the recession of 1997 never happened, companies were starving for information on how to make themselves leaner and more efficient. Now we are dealing with the recession of 2001 and the financial meltdown of 2002. So

what happened to the exemplar firms profiled in *Lean Thinking*? In the new fully revised edition of this bestselling book those pioneering lean thinkers are brought up to date. Authors James Womack and Daniel Jones offer new guidelines for lean thinking firms and bring their groundbreaking practices to a brand new generation of companies that are looking to stay one step ahead of the competition.
A Lean Coffee Book CRC Press
"This book explores the recent advancements in the areas of lean production, management, and the system and layout design for manufacturing environments, capturing the building blocks of lean transformation on a shop floor level"--

[The Service Startup](#) Picsie Books

The Lean Toolbox for Service Systems Picsie Books

The Lean Toolbox McGraw Hill Professional
A fully revised and extended version of the best selling 'Quality 75', the book includes a full range of Six Sigma tools and philosophy. It is a unique compilation of tools and concepts from Six Sigma, Traditional Quality Management (including notes on the 'Gurus'), Service Quality, and relevant Lean manufacturing. The book is aimed at practising managers from Service and Manufacturing, Green Belt practitioners and Black Belts wishing to extend their expertise into Service Quality and Lean. MBA students and final year undergraduates will find the book an invaluable quick reference to quality, operations, customer relationships and improvement.

The Ultimate Guide to Successful Lean Transformation Oxford University Press

The first part of this volume broadens the understanding of contemporary industrial policy in local, regional, national, and international contexts. The chapter by Wojnicka-Sycz (2020) undertakes one of the most important challenges in RIS3, i.e. the evaluation of the impact of regional SS industries on the development of Polish regions. Based on the spatial panel models for 2012–2017, she reveals the positive impact of SS industries' employment dynamics on regional GDP per capita. The chapter responds to the research gap in a direct measurement of how SS areas affect regional development. The results provide the rationale for policy-makers to pursue these strategies further. The chapter contributes to regional New Industrial Policy by proving the efficiency of SS in strengthening regional performance. Factors and barriers to the development of smart mobility in medium-sized Polish cities are the focus of

the chapter by Kachniewska (2020). The author applies a comprehensive set of methods to tackle this issue and identifies the conditions for smart mobility, drawing primarily on expert opinions. The results enable a natural generalization of the identified determinants to the similar context of Polish towns, the more important that the research on medium cities is much rarer than studies on metropolises. This contribution belongs to the research streams of city governance and databased services, which are closely connected to and dependent on industrial digital transformation. Moreover, smart mobility addresses the objective of environmental protection, one of the crucial targets of NIP. Godlewska-Dzioboń (2020) performs international comparisons between Central and Eastern European Countries in 2020–2018. Particularly, she focuses on the sectoral transformation of the employment structure in these countries. Besides the important observations of spatial dynamics in sectoral structures, the chapter points to the increased importance of services relative to manufacturing in contemporary structural transformations. Thus, it justifies the expanded scope of New Industrial Policy that encompasses not only industry, recently refreshed with 4.0 Revolution, but also services, particularly the digital ones. The chapter by Czech (2020) identifies the impact of global debt on the national amounts outstanding of credit default swap contracts (CDS) in nonfinancial institutions. She finds the dynamics of the CDS notional amounts outstanding in response to global household indebtedness and total non-financial sector indebtedness in domestic banks. This contribution brings valuable practical insights about the core and dynamics of CDS and their usefulness in alleviating risks in international exchange. We find this input particularly relevant for industries and enterprises operating in global value chains. Widera (2020) performs a spatial analysis of the induced population potential of the communes in the Opolska region in 2000 and 2018. The econometric analysis revealed both the own potential of the communes and the interactions with neighboring communes to develop this potential. These findings are important to theorize about the bottom-level sources of territorial units' potential, both internal and those stemming from spatial interactions. We find these conclusions relevant to understand local-level origins of regional transformations, as well as interdependencies among local territorial units. The next two parts of this volume

present micro-level and bottomup contexts for industrial policy. Particularly, these are the insights from management and business research and from the research on governing various stakeholder interests and networks. In the second part, based on management and business theory and empirical evidence, the authors discuss human resource and technological challenges faced by the contemporary industry. Potoczek (2020) performs a bibliometric research to recognize the advancement of the process approach in organizations. She finds the research on process improvement as emerging. The major research community in that area belongs to the IT field, while management researchers are still a minor group. The author recommends the increased interest from the management field as conducive to the 4.0 transformation of organizational processes. These results provide policy-relevant input to the understanding of how academic research tackles digital transformation in organizational processes. The chapter by Igielski (2020) uses a survey among a sample of large enterprise senior managers headquartered in Poland to check whether and how they develop employee skills for the challenges of Industry 4.0. The results are pessimistic since they reveal the lack of adaptive and developmental actions in this regard. Nevertheless, there is also a positive sign, namely the awareness of the challenges posed by the 4.0 revolution. Thus, the chapter is valuable for the recommendations as to competence development in industrial transition to the digital economy. Flak (2020) presents an interesting test for the system of organizational terms as to its usefulness in the practice of motivating people and in a dedicated software. Based on a research experiment in real-life business settings, the author proves the applicability of theory-driven organizational terms in software applications supporting managers in their motivating functions. The chapter contributes important observations as to the interrelations among managerial and technological resources in motivating employees. Sztorc (2020) investigates lean management tools at hotels in Poland, based on a large sample of hotel representatives. The results are helpful in understanding the types of lean management tools, as well as their major targets in the researched organizations. The input of the study rests in filling the research gap as to the particular tools of lean management applied in the hotel industry to improve services and processes. The focus of this chapter on a particular industry provides a

relevant basis for further application and upgrading of this service sector. The chapter by Mazurkiewicz (2020) offers an assessment of the impact of national culture on career orientation and career values among Polish and Chinese students of economics. Surprisingly, the value system does not differ much between the two national samples, despite the distinct characteristics of the two national cultures, according to Hofstede's method. Consequently, the author assumes national culture as moderator of career values rather than their determinant. These results provide a contribution to the understanding of job motivations among future corporate employees, a critical determinant of all industrial transitions. Kowalik (2020) investigates the economic benefits perceived by student participants of scientific projects. Based on the survey, the author reveals students' recognition of scientific projects as bringing economic effects. The study offers practical implications for young people engaging in research activities, as well as for research policy that might acknowledge additional important outcomes, besides purely scientific objectives. The third part discusses how governing networks and interests can ensure sustainable and socially responsible industries and enterprises. Sectoral and industrial collaborations are supposed to enhance industrial convergence (EOCIC, 2019). In this vein, Lis (2020) focuses on collaborative attitudes in clusters and technological parks. Cluster organizations are established to rip the localization and agglomeration economies, as well as synergies from cooperative links. Despite some history of operations, the surveyed Polish cluster initiatives and technology parks still reveal low development of enterprise cooperation. The author suggests self-evaluation of management and participants of the researched organizations to understand the accomplished level of collaboration and derive practical implications. This contribution is important to understand the performance of some organizational measures of industrial policy and their real input to industrial transformation. The chapter by Kowalczyk (2020) investigates sociocultural conditions of CSR-practices in the construction industry of selected European countries. Based on a survey with a large convenience sample, the author confirms the strength of stakeholder pressure on CSR practice as well as the mediating role of company culture in this relationship. At the same time, country differences were indicated as significant for CSR practice and worth

further explanation of its variance. This study is valuable for the explanation of interests and stakeholder pressure affecting a particular industry, thus determining the development conditions of that industry. Another industry-specific study has been proposed by Kurzak-Mabrouk (2020), who focuses on food businesses. This chapter addresses the critical strategic direction of NIP that refers to sustainable and responsible growth with regard to environmental protection. The author performed the interviews with top and middle managers of a large representative sample of Polish food companies. The findings are optimistic, since the majority of companies undertake the efforts towards comprehensive sustainable development strategies voluntarily, and not only due to legal enforcement. Still, the researched enterprises do not fully apply these strategies as yet. Resonating with the study by Lis (2020), Flieger (2020) identifies network types according to the collaboration maturity level in a local government unit. The research on collaborative networks in public organizations still remains unique. Therefore, this study fills the research gap. The author uses a casebased approach to identify the network features that change according to the maturity level of relationships. The findings are useful for the practice of developing collaboration in local governments and contribute to our understanding of the context for industrial development.

Lean Thinking John Wiley & Sons

Dieses Buch integriert die drei wichtigsten Lehren in der Service-Landschaft der letzten Zeit: Lean Thinking, Design Thinking und Systems Thinking. Zusammen formen sie die Basis für Service und administrative Prozesse der Zukunft. Es ist die deutsche Übersetzung des Bestsellers "The Service Systems Toolbox" veröffentlicht 2012. Diese übersetzte Ausgabe wurde überarbeitet und erweitert. Es hat viele Lean-Entwicklungen seit dieser Zeit im Gesundheitswesen, in der Regierung, im Büro und in administrativen Umgebungen gegeben. Während die Vorteile von Lean-Thinking zunehmend realisiert wurden, gab es auch die Erkenntnis, der Grenzen der Anwendbarkeit von Produktions-Lean-Konzepten, die auf den Service übertragen

wurden. Die System-Lehre, von der einige Methoden bereits Jahrzehnte alt sind, wurde wiederentdeckt und für die Anwendung im Service-Kontext angepasst. Design-Thinking hat sich ebenso aus erfolgreichen Unternehmen in der Service-Umgebung etabliert. Die Ansätze und die am sinnvollsten nutzbaren Werkzeuge aus den verschiedenen Disziplinen wurden in diesem Buch zusammengefasst. Es baut auf etablierter Theorie, sowie auf Fallstudien, Forschung und Beratungsarbeit durch den Autor zusammen mit dem Lean Enterprise Research Centre der Cardiff Business School und der University of Buckingham, auf. Alle Prinzipien und Werkzeuge wurden ausgiebig diskutiert, getestet, überarbeitet, modifiziert und in verschiedenen Anwendungsbereichen aller vier Typen des Service angewandt. Process Theory McGraw Hill Professional
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, 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, einer Niederlassung eines Automobilherstellers sowie eines Elektrofachbetriebs. Die angebotenen Dienstleistungen liegen im Bereich Wartung, Reparatur und Überholung. Struktur der [...]

Lean Manufacturing Mohammed Hamed Ahmed Soliman

The Lean Toolbox for Service Systems is the first book that attempts to assemble a comprehensive set of tools for lean service and administration. Other publications have dealt with only a segment of the tools or a segment of the range of service systems. The book is a result of several years' work in Lean Service at the Lean Enterprise Research Centre, Cardiff Business School, and the service management programme at the University of Buckingham. All material in the book has been 'field tested' by exposure to service professionals and executive programmes. A feature of the book is that it integrates several approaches rather than advocating a particular approach. Attention is given to general Lean service concepts and frameworks, to mapping and understanding different types of service system, and to a range of tools that have been found to be useful in a variety of service environments.