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Beyond the Lean Office: A Novel on Progressing from Lean Tools to Operational Excellence

Kevin J. Duggan

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While more and more companies are aggressively pursuing Operational Excellence by employing Six Sigma, Lean, and other continuous improvement methods, the concept has yet to be defined in a way that can be easily taught and applied, especially in industries other than manufacturing. This book fills that need.

Beyond the Lean Office uses a compelling novel format to illustrate what it takes to create and sustain flow and Operational Excellence in the office. Readers learn as they follow the main character through initial attempts to correct late responses to a primary customer and the evolution to an approach based on Operational Excellence. The story illustrates the day-to-day issues that most organizations face in their pursuit of Operational Excellence.

To achieve Operational Excellence, it takes more than just a strong leader with passion and drive. The key ingredient is practical knowledge that can be applied quickly and easily by following a process. This book supplies step-by-step guidance on how to move your office services from point A to point B. The practical insights and guidance presented here create a road map that can be shared with each employee to rapidly move your organization forward. All chapters also include a *From the Author* section that shares authoritative insights on the topic at hand.

After reading this book, you will understand how to design and create self-healing flow that provides reliable, predictable output in the office and operates without the need for management intervention to deliver the services provided by the office. Instead, management focuses on the activities that grow your enterprise.

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