

The Kaizen Event Planner Achieving Rapid Improvement In Office Service And Technical Environments

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True Kaizen - Collin McLoughlin 2017-11-13

What does it take to manage an organization to success? No matter what industry you are in, an organization is primarily a group of people. This book focuses on that ever-important human element. In the rush to get 'lean', many organizations focus solely on tools for increasing productivity, but where do these tools come from? In this book, Collin McLoughlin and Toshihiko Miura look back on their decades of international consulting experience to examine how organizations around the world have transformed on a cultural level by respecting the people who work within them and leveraging their creativity to solve problems. As our workforce becomes more knowledgeable, skillful, and more perceptive of their needs and wants as employees, the ability to reach the true potential of an organization becomes more and more difficult. Managers must look at each individual element of an equation like this in order to fully understand how to achieve an answer. They must begin to answer more focused questions, such as: 1. How productive is the existing work climate and culture? 2. How do employees, as individuals, navigate the existing work climate? (How do they deal with day-today issues with each other?) 3. Where and how are individuals and their work processes assessed? 4. What obstacles do employees face every day, and are they empowered to fix these obstacles? 5. What role does leadership play at each level of the organization? (Looking at the organization in layers of management.) To address these challenges, this book focuses on three main aspects of leadership and management: 1. Addressing and Improving the Perspective of Management -- The ideas presented in this book are not limited to a certain industry or field of work, but can be applied in any setting because they speak to a universal human element. 2. Exploring and Improving Work Climate -- Organizations are social entities, operating within their own controlled environment. This book will explore the factors that contribute to, and encourage, a positive work climate. 3. Observing and Eliminating Wasteful Work Processes -- Observing wasteful activities and work processes requires a refined perspective. The case studies presented illustrate the How and Why to help refine expertise. This will also lead to the joy and benefits

Lean: Manage work as a flow system - France Bergeron

Lean is all about flow. This book provides the fundamentals of Lean so that anyone, in any type of work, can be Lean. To better understand why Lean organizations such as Toyota are so innovative every day, the book also delves into the secret sauce of Lean, flow experience. Praise for this book "A wonderful gem! Flow is a fundamental concept in Lean Management and yet few thought leaders have highlighted it in the understandable way that France and Joanne have—and even fewer organizations understand and incorporate the concept with any degree of rigor. Learn about flow and then start achieving it! Your employees and customers alike will thank you." Karen Martin, President of TKMG, Inc. author, The Outstanding Organization

The Executive Guide to Healthcare Kaizen - Mark Graban 2013-08-21

Hospitals and health systems are facing many challenges, including shrinking reimbursements and the need to improve patient safety and quality. A growing number of healthcare organizations are turning to

the Lean management system as an alternative to traditional cost cutting and layoffs. "Kaizen," which is translated from Japanese as "good change" or "change for the better," is a core pillar of the Lean strategy for today's best healthcare organizations. Kaizen is a powerful approach for creating a continuously learning and continuously improving organizations. A Kaizen culture leads to everyday actions that improve patient care and create better workplaces, while improving the organization's long-term bottom line. The Executive Guide to Healthcare Kaizen is the perfect introduction to executives and leaders who want to create and support this culture of continuous improvement. The Executive Guide to Healthcare Kaizen is an introduction to kaizen principles and an overview of the leadership behaviors and mindsets required to create a kaizen culture or a culture of continuous improvement. The book is specifically written for busy C-level executives, vice presidents, directors, and managers who need to understand the power of this methodology. The Executive Guide to Healthcare Kaizen shares real and practical examples and stories from leading healthcare organizations, including Franciscan St. Francis Health System, located in Indiana. Franciscan St. Francis' employees and physicians have implemented and documented 4,000 Kaizen improvements each of the last three years, resulting in millions of dollars in hard savings and softer benefits for patients and staff. Chapters cover topics such as the need for Kaizen, different types of Kaizen (including Rapid Improvement Events and daily Kaizen), creating a Kaizen culture, practical methods for facilitating Kaizen improvements, the role of senior leaders and other leaders in Kaizen, and creating an organization-wide Kaizen program. The book contains a new introduction by Gary Kaplan, MD, CEO of Virginia Mason Medical Center in Seattle, Washington, which was named "Hospital of the Decade" in 2012. The Executive Guide to Healthcare Kaizen is a companion book to the larger book Healthcare Kaizen: Engaging Front-Line Staff in Sustainable Continuous Improvements (2012). Healthcare Kaizen is a longer, more complete "how to" guide that includes over 200 full color images, including over 100 real kaizen examples from various health systems around the world. Healthcare Kaizen was named a recipient of the prestigious Shingo Professional Publication and Research Award. Check out what the experts at the Franciscan St. Francis Health System have to say about Healthcare Kaizen.

<http://www.youtube.com/watch?v=XcGmP5gLEPo&feature=c4-overview&list=UU7jiTxn4nkMzOE5eTbf0Upw>

Value Stream Mapping: How to Visualize Work and Align Leadership for Organizational Transformation - Karen Martin 2013-10-25

The first of its kind—a Value Stream Mapping book written for those in service and office environments who need to streamline operations Value Stream Mapping is a practical, how-to guide that helps decision-makers improve value stream efficiency in virtually any setting, including construction, energy, financial service, government, healthcare, R&D, retail, and technology. It gives you the tools to address a wider range of important VSM issues than any other such book, including the psychology of change, leadership, creating teams, building consensus, and charter development. Karen Martin is principal consultant for Karen Martin & Associates, LLC, instructor for the University of California, San Diego's Lean Enterprise

program, and industry advisor to the University of San Diego's Industrial and Systems Engineering program. Mike Osterling provides support and leadership to manufacturing and non-manufacturing organizations on their Lean Transformation Journey. In a continuous improvement leadership role for six years, Mike played a key role in Square D Company's lean transformation in the 1990s.

The Outstanding Organization: Generate Business Results by Eliminating Chaos and Building the Foundation for Everyday Excellence - Karen Martin 2012-06-08

Winner of The Shingo Research and Professional Publication Award! After two decades in the trenches of helping companies design and build better, more efficient operations, Karen Martin has pinpointed why performance improvement programs usually fail: Chaos, the sneaky but powerful force that frustrates customers, keeps business leaders awake at night, and saps company morale. In *The Outstanding Organization*, Karen offers a toolbox for combating chaos by creating the organizational conditions that will allow your improvement efforts to return greater gains. Proven, practical, and surprisingly simple, Karen's system focuses on four key behaviors for organizational excellence--Clarity, Focus, Discipline, Engagement--that, once instilled into a company's DNA, open the door to sustainable growth and profit. This well-organized, inviting-to-read guide reveals everything you need to know about: How the lack of clarity and focus adds millions of dollars of unnecessary labor expense and slows progress on all fronts How you can gain a competitive edge by adopting the type of disciplined behaviors typically found in the military, science, law enforcement, sports, and the arts Why you should stop worrying about employee satisfaction--and start concerning yourself with employee engagement Why adopting various improvement approaches without building a foundation for success won't solve your problems--and will likely create more chaos Although you don't like the chaos that you're currently coping with, you've probably come to accept it. You don't have to if you follow the path Karen lays out. This no-nonsense book helps you get to the crux of the problem, so you can inject the sensible, disciplined calm that enables the levels of performance and innovation mandated by today's business environment--and help your organization become truly outstanding. Praise for *The Outstanding Organization* "Too often, outstanding performance seems out of reach. Karen Martin explains, with elegant simplicity, why so many organizations 'can't get there from here.' Better yet, she provides clear, actionable advice on building a foundation that will allow anyone to achieve excellence." -Matthew E. May, author, *The Laws of Subtraction* "This fast-moving book gives managers a series of practical, proven strategies and tools to improve performance to get better results immediately." -Brian Tracy, author, *Full Engagement!* "It is within our grasp to create an outstanding organization, but it won't happen without focus and attention. Karen Martin explores organizations that have made this transformation, and she unlocks their secrets for you. Read this book, apply the principles exposed, and you will achieve similar success." -Richard Sheridan, CEO, Menlo Innovations "Karen Martin shares her extensive experience assisting companies in their improvement efforts and identifies capabilities common among organizations that have achieved sustainable outstanding success. Especially noteworthy is Karen's discussion of the Plan-Do-Study-Adjust management cycle. Adapt it as you need, adopt it because you must." -John Shook, Chairman and CEO, Lean Enterprise Institute "Powerful and motivating! Whether you are performing aerial feats in a super-sonic fighter jet at low altitude or plotting improvement efforts from the corporate boardroom, this book will help you take your organizational performance to new heights!" -Scott Beare, former Lead Solo Pilot, Blue Angels

Kaizen Planning, Implementing and Controlling - Jorge Luis García-Alcaraz 2016-10-27

This book reports a literature review on kaizen, its industrial applications, critical success factors, benefits gained, journals that publish about it, main authors (research groups) and universities. Kaizen is treated in this book in three stages: planning, implementation and control. The authors provide a questionnaire designed with activities in every stage, highlighting the benefits gained in each stage. The study has been applied to more than 400 managers and leaders in continuous improvement in Mexican maquiladoras. A univariate analysis is provided to the activities in every stage. Moreover, structural equation models associating those activities with the benefits gained are presented for a statistical validation. Such a relationship between activities and benefits helps managers to identify the most important factor affecting their benefits and financial income.

Metrics-Based Process Mapping - Karen Martin 2008-08-07

Metrics-Based Process Mapping (MBPM) is a methodology that was developed to support the adoption of lean practices in office, service, and technical environments. Designed and developed by lean practitioners, this technique integrates the functional orientation of conventional swim-lane process maps with the time and quality metrics used in value stream mapping. While MBPM can be used to help improve any cross-functional process, it is an especially effective means for understanding and acting on office, service, and technical process improvement opportunities identified during value stream mapping. View a presentation of this valuable tool in action - <http://vimeo.com/27016122> This CD provides improvement teams with an Excel-based solution to electronically archive and distribute current and future state MBPMs created with paper and Post-it® notes. This flexible user-friendly tool includes: A custom toolbar that enables mapping-related functionality, including the ability to insert, reorder, or remove steps and functions Automated calculation of key process performance metrics An audit tool that ensures a map contains the data required to auto-calculate the metrics needed to compare process performance from the current to the projected future state Easy to use with no installation necessary, the tool requires only basic Excel experience. It includes a detailed step-by-step instruction guide that walks users through the process of creating a metrics-based process map. System Requirements: The tool is intended for use on PC's using Excel 2003 or later; it will NOT function with earlier versions of Excel, or on Macintosh computers.

Service Systems Management and Engineering - Ching M. Chang 2018-01-05

The ultimate instructional guide to achieving success in the service sector Already responsible for employing the bulk of the U.S. workforce, service-providing industries continue to increase their economic dominance. Because of this fact, these companies are looking for talented new service systems engineers to take on strategic and operational challenges. This instructional guide supplies essential tools for career seekers in the service field, including techniques on how to apply scientific, engineering, and business management principles effectively to integrate technology into the workplace. This book provides: Broad-based concepts, skills, and capabilities in twelve categories, which form the "Three-Decker Leadership Architecture," including creative thinking and innovations in services, knowledge management, and globalization Materials supplemented and enhanced by a large number of case studies and examples Skills for successful service engineering and management to create strategic differentiation and operational excellence for service organizations Focused training on becoming a systems engineer, a critically needed position that, according to a 2009 Moneyline article on the best jobs in America, ranks at the top of the list *Service Systems Management and Engineering* is not only a valuable addition to a college classroom, but also an extremely handy reference for industry leaders looking to explore the possibilities presented by the expanding service economy, allowing them to better target strategies for greater achievement.

Process Improvement Essentials - James R. Persse, PhD 2006-09-14

Today, technology has become too much a part of overall corporate success for its effectiveness to be left to chance. The stakes are too high. Fortunately, the idea of 'quality management' is being reinvigorated. In the last decade process programs have become more and more prevalent. And, out of all the available options, three have moved to the top of the chain. These three are: The 9001:2000 Quality Management Standard from the International Standards Organization; The Capability Maturity Model Integration from the Software Engineering Institute; and Six Sigma, a methodology for improvement shaped by companies such as Motorola, Honeywell, and General Electric. These recognized and proven quality programs are rising in popularity as more technology managers are looking for ways to help remove degrees of risk and uncertainty from their business equations, and to introduce methods of predictability that better ensure success. *Process Improvement Essentials* combines the foundation needed to understand process improvement theory with the best practices to help individuals implement process improvement initiatives in their organization. The three leading programs: ISO 9001:2000, CMMI, and Six Sigma--amidst the buzz and hype--tend to get lumped together under a common label. This book delivers a combined guide to all three programs, compares their applicability, and then sets the foundation for further exploration. It's a one-stop-shop designed to give you a working orientation to what the field is all about.

Lean IT - Steven C Bell 2016-04-19

Winner of a Shingo Research and Professional Publication Award Information Technology is supposed to enable business performance and innovation, improve service levels, manage change, and maintain quality

and stability, all while steadily reducing operating costs. Yet when an enterprise begins a Lean transformation, too often the IT department is either left out or viewed as an obstacle. What is to be done? Winner of a 2011 Shingo Research and Professional Publication Award, this book shares practical tips, examples, and case studies to help you establish a culture of continuous improvement to deliver IT operational excellence and business value to your organization. Praise for: ...will have a permanent place in my bookshelf. —Gene Kim, Chief Technology Officer, Tripwire, Inc. ... provides an unprecedented look at the role that Lean IT will play in making this revolutionary shift and the critical steps for sustained success. —Steve Castellanos, Lean Enterprise Director, Nike, Inc. Twenty years from now the firms which dominate their industries will have fully embraced Lean strategies throughout their IT organizations. —Scott W. Ambler, Chief Methodologist for Agile and Lean, IBM Rational ... a great survival manual for those needing nimble and adaptive systems. —Dr. David Labby, MD, PhD, Medical Director and Director of Clinical Support and Innovation, CareOregon ... makes a major contribution in an often-ignored but much-needed area. —John Bicheno, Program Director MS in Lean Operations, Cardiff University ... a comprehensive view into the world of Lean IT, a must read! —Dave Wilson, Quality Management, Oregon Health & Science University

Making IT Lean - Howard Williams 2017-07-27

Making IT Lean: Applying Lean Practices to the Work of IT presents Lean concepts and techniques for improving processes and eliminating waste in IT operations and IT Service Management, in a manner that is easy to understand. The authors provide a context for discussing several areas of application within this domain, allowing you to quickly gain i

Food Safety Regulatory Compliance - Preston W. Blevins 2012-11-16

The global sourcing of ingredients has created complex supply chains, significant management challenges, and additional regulatory compliance requirements. This places tremendous pressure on food manufacturers, many of whom lack the knowledge, concepts, techniques, and procedures to comply with these increased requirements. Providing a roadmap for

The Lean Six Sigma Guide to Doing More With Less - Mark O. George 2010-01-28

Praise for The Lean Six Sigma guide to Doing More with Less "At Frito Lay, we have applied many of the concepts and tools in this book, and we are realizing a five to seven times return on our annual Lean Six Sigma investment." —Tony Mattei, Lean Six Sigma Director, Frito Lay "Ecolab has experienced a sustainable, competitive advantage through Lean Six Sigma. The principles in this book are helping us drive greater value for our share-holders, better service for our customers, and talent development opportunities for our associates." —Jeffrey E. Burt, Vice President and Global Deployment Leader, Lean Six Sigma, Ecolab "This book gives excellent insights into Lean Six Sigma and its strong impact within different industries. We used Lean Six Sigma in numerous process improvement projects, which, in turn, helped to create momentum and set up a process improvement culture. Amid a challenging economic environment, we are accelerating this initiative globally." —Satheesh Mahadevan, Directeur des Processus, Société Générale "Our Lean Six Sigma deployment of the concepts and tools described in this book is transforming our business—with tangible benefits for our employees, customers, suppliers, and shareholders." —Jeffrey Herzfeld, Sr. Vice President and General Manager, Teva Pharmaceuticals USA "We have deployed the holistic Lean Six Sigma strategy described by Mark George across our enterprise. It is providing remarkable returns for Unum." —Bob Best, Chief Operating Officer, Unum "The Lean Six Sigma Guide to Doing More with Less presents a comprehensive view of operations transformation, the approaches required for success, leadership's role, and the competitive advantage that results. Transformational changes are enabling us to do more with less, by investing and working smarter." —Ted Doheny, President and COO, Joy Mining Machinery

Using Hoshin Kanri to Improve the Value Stream - Elizabeth A. Cudney 2018-01-29

In Using Hoshin Kanri to Improve the Value Stream, leading lean and quality expert Elizabeth Cudney constructs a complete how-to guide that any organization can employ to start a Lean effort correctly and keep it on track. Rooted in practical examples garnered over years of hand-on practice, she illustrates the key principles of lean and value, and

Advances in Manufacturing III - Adam Hamrol 2022-05-09

This book reports on innovative strategies for quality control, risk assessment and sustainable development in production processes, in the era of industry 4.0. Based on peer-reviewed contributions to the 7th International Scientific-Technical Conference MANUFACTURING 2022, held on May 16–19, 2022, in Poznan, Poland, the chapters cover important topics relating to the use of quality management strategies in different stages of the production processes. They report on methods for statistical process control, vision control and inspection of machines, on the application of machine learning methods in quality control and/or risk assessment, on issues relating to digital transformation, and on methods to improve occupational safety. Besides industrial applications, the book also discusses the use quality management tools for educational purposes. By bridging between concepts in quality engineering, ergonomics, digitalization and industry 4.0, this book offers an authoritative source of information for researchers, engineers and managers.

Modular Kaizen - Grace L. Duffy 2013-11-07

Modular Kaizen is a development of necessity. Improvement has to happen on the fly in our rapidly changing world. This book is about using the resources, people, and schedules already in place to get things done. Modular Kaizen is the counterpoint to a kaizen blitz, in which team members are confined in a room to hammer out an opportunity or a solution to some problem. In the hectic, interrupt-driven environment of many organizations, it is simply not possible to remove critical players from normal operations for any length of time. Grace Duffy draws on 40 years of experience to incorporate techniques, innovations, and lessons learned in pursuit of effective continuous and breakthrough improvement. Part I provides the conceptual model along with steps and tools for process and system improvement in an extremely busy and interrupt-driven workplace. Part II offers three case studies—from manufacturing, healthcare, and aerospace—to show how the techniques work in real time. If you are looking for proven approaches to integrating quality improvement into daily work, this is your book. It is written for those of us who have to "get it done," not just talk about it. So roll up your sleeves and dig in.

Lean Maintenance - Ricky Smith 2004-06-11

What is "Lean?" Whether referring to manufacturing operations or maintenance, lean is about doing more with less: less effort, less space, fewer defects, less throughput time, lower volume requirements, less capital for a given level of output, etc. The need to provide the customer more value with less waste is a necessity for any firm wanting to stay in business, especially in today's increasingly global market place. And this is what lean thinking is all about. Lean Operations are difficult to sustain. More Lean Manufacturing Plant Transformations have been abandoned than have achieved true Lean Enterprise status. There are solid and recurring reasons for both of these conditions. The most significant of these reasons is that production support processes have not been pre-positioned or refined adequately to assist the manufacturing plant in making the lean transformation. And the most significant of the support functions is the maintenance operation, which determines production line equipment reliability. Moving the maintenance operation well into its own lean transformation is a must-do prerequisite for successful manufacturing plant - or any process plant - Lean Transformations. This Handbook provides detailed, step-by-step, fully explained processes for each phase of Lean Maintenance implementation providing examples, checklists and methodologies of a quantity, detail and practicality that no previous publication has even approached. It is required reading, and a required reference, for every plant and facility that is planning, or even thinking of adopting "Lean" as their mode of operation. * A continuous improvement strategy using new "lean" principles * Eliminate wasteful practices from your manufacturing or chemical processes, increasing the profitability of your plant * Save thousands of dollars a year on new equipment by keeping your existing equipment maintained using this revolutionary method

Lean Math: Figuring to Improve - Mark R. Hamel 2017-01-25

Lean transformations are decidedly more challenging when the math is inconsistent with lean principles, misapplied, or just plain wrong. Math should never get in the way of a lean transformation, but instead should facilitate it. Lean Math is the indispensable reference for this very purpose. A single, comprehensive source, the book presents standard and specialized approaches to tackling the math required of lean and six sigma practitioners across all industries—seasoned and newly minted practitioners alike. Lean Math features more than 160 thoughtfully organized entries. Ten chapters cover system-oriented math, time, the

“ilities” (availability, repeatability, stability, etc.), work, inventory, performance metrics, basic math and hypothesis testing, measurement, experimentation, and more. Two appendices cover standard work for analyzing data and understanding and dealing with variation. Practitioners will quickly locate the precise entry(ies) that is relevant to the problem or continuous improvement opportunity at hand. Each entry not only provides background on the related lean principles, formulas, examples, figures, and tables, but also tips, cautions, cross-references to other associated entries, and the occasional “Gemba Tale” that shares real-world experiences. The book consistently encourages the practitioner to engage in math-assisted plan-do-check-act (PDCA) cycles, employing approaches that include simulation and “trystorming.” Lean Math truly transcends the “numbers” by reinforcing and refreshing lean thinking for the very purpose of Figuring to Improve. REVIEWER COMMENTS “Hamel and O’Connor provide both the novice and experienced lean practitioner a comprehensive, common-sense reference for lean math. For example, I know that our Lean Support Office team would have gladly used dozens of Lean Math entries during a recent lean management system pilot. The concepts, context, and examples would have certainly helped our execution and provided greater clarity during our training activities. Lean Math is a must have book for Lean Support Office people!” —Dave Pienta, Director, Lean Support Office, Moog, Inc. Aircraft Group “A practical math book may sound like an oxymoron, but Lean Math is both pragmatic and accessible. Hamel and O’Connor do an excellent job keeping the math as simple as possible, while bringing lean principles to the forefront of the discussion. The use of insurance and healthcare industry examples especially helps simplify the translation for lean practitioners in non-manufacturing industries. Readers will be able to use the numerous tables and figures to clearly illustrate and teach lean concepts to others. Lean Math is a reference book that every lean practitioner or Black Belt should have in their library!” —Peter Barnett, MBB, Liberty Management System Architect, Liberty Mutual Insurance “Lean Math is a comprehensive reference book within which the lean practitioner can quickly find straightforward examples illustrating how to perform almost any lean calculation. Equally useful, it imparts the importance of the relevant lean principal(s). While coaching some recent transformation efforts, I put Lean Math to the test by asking several novice practitioners to reference it during their work. They were promptly rewarded with deeper insight and effectiveness—a reflection of this book’s utility and value to the lean practitioner.” —Greg Lane, international lean transformation coach, speaker, and author of three books including, “Made-to-Order Lean: Excelling in a High-Mix, Low-Volume Environment” “While the technical, social, and management sciences behind lean must be learned by doing, their conceptual bases are absolutely validated by the math. This validation is particularly crucial to overcoming common blind spots ingrained by traditional practice. Hamel and O’Connor’s text is a comprehensive and readable resource for lean implementers at all levels who are seeking a deeper understanding of lean tools and systems. Clear diagrams and real-world examples create a bridge for readers between theory and practice—theory proven by practice. If math is the language of science, then Lean Math is indeed the language of lean science.” —Bruce Hamilton, President, Greater Boston Manufacturing Partnership, Director Emeritus for the Shingo Institute “Mark and Michael have done a tremendous service for the lean community by tackling this daunting subject. There are so many ways to quantify value, display improvement, and define complex problems that choosing the right methods and measures becomes an obstacle to progress. Lean Math helps remove that obstacle. Almost daily, operations leaders in every industry need the practical math and lean guidance in these pages. Now, finally, we have it in one place. Thank you.” —Zane Ferry, Executive Director, National Operations, QMS Continuous Improvement, Quest Diagnostics “Too many lean books dwell on principles, but offer little to address critical how-to questions, such as, ‘How do I use these concepts to solve my specific problem?’ With plain English explanations, simple illustrations, and examples across industries, Lean Math bridges a long-standing gap. Hamel and O’Connor’s Lean Math is sure to become a must-have reference for every lean practitioner working to improve performance in any modern workplace.” —Jeff Fuchs, Executive Director, Maryland World Class Consortia, Past Chairman, Lean Certification Oversight Committee “Lean Math fills a huge gap in the continuous improvement library, helping practitioners to translate data, activities, and ideas into meaningful information for effective experimentation and intelligent decisions. This reference comes at a critical time for the healthcare industry as we struggle to improve quality, while controlling costs. Though we don’t make widgets, our people, processes, and patients will benefit from the tools

provided in this reference. The numerous examples, as well as the Gemba Tales scattered throughout the book, bring life to the principles and formulas. Lean Math is impressive in both scope and presentation of content.” —Tim Pettry, Senior Process Improvement Specialist, Cleveland Clinic “Lean Math is a great book for those times when only the correct answer will do. The math, along with the Gemba Tales, are helpful for those in the midst of the technical aspects of a transformation, as well as those of us who once knew much of this but haven’t used it in a while.” —Beau Keyte, organization transformation and performance improvement coach, author of two Shingo-Award winning books: “The Complete Lean Enterprise” and “Perfecting Patient Journeys” “Math and numbers aren’t exclusively the domain of six sigma! Toyota leaders describe lean as an organizational culture, a managerial approach, and a philosophy. They also maintain that the last piece of lean is technical methods, which includes the math we need for properly sizing inventory levels, validating hypotheses, gauging improvement, and more. Lean Math is a useful book that compiles important mathematical and quantitative methods that complement the people side of lean. Hamel and O’Connor are extremely qualified to deftly explain these methods. Lest you think it’s a dry math text, there are Gemba Tales and examples from multiple industries, including healthcare, which illustrate these approaches in very relatable ways.” —Mark Graban, Shingo-Award winning author, speaker, consultant, and blogger “When you begin a lean journey, it’s like starting an exercise regimen—the most important thing is to start. But as you mature, and as you achieve higher levels of excellence, rigor becomes increasingly important. Lean Math provides easy, elegant access to the necessary rigor required for effective measurement and analysis and does so in practical terms with excellent examples.” —Misael Cabrera, PE, Director, Arizona Department Environmental Quality
[Sustaining Lean](#) - AME - Association for 2008-08-26

Provides Reassurance and Suggestions From Those Who Have Walked the Same Lean Road Perhaps the most fundamental challenge that companies adopting a lean strategy must face is how to sustain initial momentum and develop a corporate culture with an ongoing commitment to that strategy. While efficient tools and strategies are essential to the cause, just as critical is a shared confidence that this endeavor is the right course. While one has to make the road by walking it, knowing that others have walked a similar path can both be instructive and encouraging. Make Rapid Changes and Enjoy Long-Term Success
[Sustaining Lean: Case Studies in Transforming Culture](#), the third compilation of articles originally published in AME’s well-regarded Target Magazine, provides accounts of challenges encountered and methods applied by organizations in pursuit of lean. While a few of the articles broadly discuss issues involved in long-term transformation, the vast majority provide illuminating and often inspirational case studies. Following an insightful introduction by noted lean expert David Mann, this compelling volume tells the stories of companies that overcame significant cultural challenges. It helps any manager understand what it takes to communicate a vision of improvement and achieve the empowerment of stakeholders vital to rapid change and long-term success.

[Industrial Engineering: Concepts, Methodologies, Tools, and Applications](#) - Management Association, Information Resources 2012-08-31

Industrial engineering affects all levels of society, with innovations in manufacturing and other forms of engineering oftentimes spawning cultural or educational shifts along with new technologies. Industrial Engineering: Concepts, Methodologies, Tools, and Applications serves as a vital compendium of research, detailing the latest research, theories, and case studies on industrial engineering. Bringing together contributions from authors around the world, this three-volume collection represents the most sophisticated research and developments from the field of industrial engineering and will prove a valuable resource for researchers, academics, and practitioners alike.

[Management of Event Operations](#) - Julia Tum 2006-08-11

The Management of Event Operations: project management, planning and customer satisfaction provides an introduction to the management of operations for the event planner and venue provider. Taking an holistic view of an event enterprise, it links the traditional topics within operations management to present a coherent and hands-on approach specifically for the events manager. The approach is pragmatic and is dictated by practical consequences and considerations, which are so important to an event manager who balances many views and needs from diverse stakeholders.

The Lean 3P Advantage - Allan R. Coletta 2017-11-15

How do you take talented engineers and surround them with the elements needed to create brilliant designs that lead to market-changing products? Lean 3P is how. Winner of a 2013 Shingo Research and Professional Publication Award! Written from an operations perspective, *The Lean 3P Advantage: A Practitioner's Guide to the Production Preparation Process*

The Lean Expert - Joseph Niederstadt 2014-12-03

The Lean Expert: Educating and Elevating Lean Practitioners Throughout Your Organization outlines a method that can help organizations engage associates and empower them to achieve "expert status" in the nine core principles of Lean. By implementing the Lean Discipline Expert process detailed in the book, companies will demonstrate to their associates that they believe they are the organization's greatest assets, while empowering them to make lasting improvements to the organization. The book provides a robust and proven process for creating a Lean culture. It outlines a method, with defined steps, for the development of Lean Discipline Resource People that will help associates achieve "expert status" in the core Lean principles of 5S-Visual Management, Value Stream Mapping, Standard Work, Total Productive Maintenance, Quick Changeover, Error Proofing, Process Problem Solving, Material Management, and Continuous Improvement. You will be able to develop Lean strategies, create a Master Schedule, initiate activities for supporting goals and objectives, and complete a Train-the-Trainer class as well as achieve facilitation skills to teach, communicate, guide, and lead Lean overview training as well as comprehensive subject-matter training. In addition, you will understand how the Lean Discipline Expert process can help to support associate involvement at all levels and learn where and how the nine principles overlap and interact. By engaging and empowering various levels of associates throughout the organization, you will provide strength and ownership for your business and, most importantly, your associates. The book includes access to additional resources on the book's page at www.crcpress.com. It includes a tracking mechanism for monitoring candidate progress, facilitation feedback forms, LDE checklists, and certificates of accomplishment you can use to acknowledge associates that achieve Lean Discipline Expert status.

Kaizen Event Fieldbook - Mark R. Hamel 2010

Kaizen event effectiveness is a prerequisite for lean transformation success. It provides the necessary transformational jump-start, momentum, organizational learning and engagement, and sustainable, step-function improvements. The systemic use of kaizen events establishes the technical and cultural foundation for principle-driven kaizen -- the powerful combination of kaizen events and daily kaizen activities. The *Kaizen Event Fieldbook* brings this all together as an indispensable reference for lean leaders and implementers within any industry and for use at any stage within the lean implementation journey. One of lean's defining characteristics is learning by seeing, doing, and studying. In context with lean theory and lean leadership principles, readers will gain an understanding of the essential "whys" and "hows" of kaizen event standard work and event management, as well as a proven means to sustain the gains. The *Fieldbook's* multi-phase approach addresses strategy, pre-event planning, execution, and follow-through. Practical examples, over a hundred figures and tables, and many real-life "Gemba Tales" provide for an enriched learning experience. Also included is a chapter on the deployment of a kaizen promotion office, a glossary, and two appendices, which offer blank forms and an overview of daily kaizen.

The Lean Practitioner's Field Book - Charles Protzman 2018-09-03

While there are numerous Lean Certification programs, most companies have their own certification paths whereby they bestow expert status upon employees after they have participated in or led a certain number of kaizen events. Arguing that the number of kaizen events should not determine a person's expert status, *The Lean Practitioner's Field Book: Proven, Practical, Profitable and Powerful Techniques for Making Lean Really Work* outlines a true learning path for anyone seeking to understand essential Lean principles. The book includes a plethora of examples drawn from the personal experiences of its many well-respected and award-winning contributors. These experts break down Lean concepts to their simplest terms to make everything as clear as possible for Lean practitioners. A refresher for some at times, the text provides thought-provoking questions with examples that will stimulate learning opportunities. Introducing the Lean Practitioner concept, the book details the five distinct Lean Practitioner levels and includes quizzes and criteria for each level. It highlights the differences between the kaizen event approach and the Lean system

level approach as well as the difference between station balancing and baton zone. This book takes readers on a journey that begins with an overview of Lean principles and culminates with readers developing professionally through the practice of self-reliance. Providing you with the tools to implement Lean tools in your organization, the book includes discussions and examples that demonstrate how to transition from traditional accounting methods to a Lean accounting system. The book outlines an integrated, structured approach identified by the acronym BASICS (baseline, analyze, suggest solutions, implement, check, and sustain), which is combined with a proven business strategy to help ensure a successful and sustainable transformation of your organization.

Lean Kaizen - George Alukal 2006-01-01

The Kaizen Event Planner - Karen Martin 2017-07-27

Kaizen Events are an effective way to train organizations to break unproductive habits and adopt a continuous improvement philosophy while, at the same time, achieve breakthrough performance-level results. Through Kaizen Events, cross-functional teams learn how to make improvements in a methodological way. They learn how to quickly study a process,

The Idea Generator - Bunji Tozawa 2001

The goal of this book is to guide improvement activities throughout the organization: to use creative ideas from all employees to serve both internal and external customers, to unlock the hidden potential of every single employee, and to bring new excitement and joy into the workplace. Based on the concept of kaizen, this book discusses how every team member is empowered with the ability to improve their work environment.

Customer-Oriented Global Supply Chains: Concepts for Effective Management - Eyob, Ephrem 2012-03-31
"This book provides insights and supports executives, middle managers and practitioners concerned with the management of supply chain with expertise, knowledge, information and organizational management development in different types of industries"--Provided by publisher.

The Kaizen Event Planner - Karen Martin 2017-06-29

Kaizen Events are an effective way to train organizations to break unproductive habits and adopt a continuous improvement philosophy while, at the same time, achieve breakthrough performance-level results. Through Kaizen Events, cross-functional teams learn how to make improvements in a methodological way. They learn how to quickly study a process, identify and prioritize improvement opportunities, implement change, and sustain their gains. Most importantly, they learn how to work with one another to solve problems rapidly and in a highly effective way. In *The Kaizen Event Planner: Achieving Rapid Improvement in Office, Service, and Technical Environments*, authors Karen Martin and Mike Osterling provide a practical how-to guide for planning and executing Kaizen Events in non-manufacturing settings, and conducting post-Event follow-ups to sustain the improvements made. Geared to continuous improvement professionals and leaders within the office areas of manufacturing, the service sector and knowledge-worker environments, this book provides the methodology and practical tools for generating measurable results, while building a motivated workforce and laying the foundation for continuous improvement. *The Kaizen Event Planner* provides those responsible for improving office, service, and technical processes with the skills to effectively scope the activity, engage the right people, and facilitate successful Events! An accompanying CD provides immediate access to a number of Excel-based tools.

Clarity First: How Smart Leaders and Organizations Achieve Outstanding Performance - Karen Martin 2018-03-02

Award-winning business performance improvement and Lean management expert Karen Martin diagnoses a ubiquitous business management and leadership problem—the lack of clarity—and outlines specific actions to dramatically improve organizational performance. Through her global consulting projects, keynote speeches, and work with thousands of leaders, Karen has seen first-hand how a pervasive lack of clarity strangles business performance and erodes employee engagement. Ambiguity is the corporate default state, a condition so prevalent that “tolerance for ambiguity” has become a clichéd job requirement. It doesn't have to be this way. In *Clarity First*, Karen provides methods and insights for achieving clarity to unleash potential, innovate at higher levels, and solve the problems that matter to deliver outstanding

business results. Both a visionary road map and practical guide, this book will help leaders:

- Identify and communicate the organization's true purpose
- Set achievable priorities
- Deliver greater customer value through more efficient processes
- Provide greater transparency about true versus assumed performance
- Build strong problem-solving and critical thinking capabilities throughout the organization
- Develop personal clarity to be a more direct, purposeful, and successful leader

Eliminating ambiguity is the first step for leaders and organizations to achieve strategic goals. Learn how to gain the clarity needed to make better decisions, lead more effectively, and boost organizational performance. When it comes to leading an outstanding organization, every great leader needs Clarity First.

Kaizen for the Shop Floor - Productivity Press Development Team 2002-02-01

The philosophy of kaizen, which simply means continuous improvement, needs to be adopted by any organization seeking to implement lean improvements that go beyond cost cutting. Kaizen events are opportunities to make focused changes in the workplace. *Kaizen for the Shopfloor* takes readers through the critical steps for conducting a very effective kaizen event: one that is well planned, well implemented, and well documented. As the newest addition to the Shingo Prize Winning Shopfloor Series, *Kaizen for the Shopfloor* distills the complexities of jump starting lean processes into an easily accessible format for those frontline employees who make lean possible. About the Shopfloor Series: Put proven improvement tools in the hands of your entire workforce! Progressive shopfloor improvement techniques are imperative for manufacturers who want to stay competitive and to achieve world class excellence. And it's the comprehensive education of all shopfloor workers that ensures full participation and success when implementing new programs. The Shopfloor Series books make practical information accessible to everyone by presenting major concepts and tools in simple, clear language and at a reading level that has been adjusted for operators by skilled instructional designers. One main idea is presented every two to four pages so that the book can be picked up and put down easily. Each chapter begins with an overview and ends with a summary section. Helpful illustrations are used throughout.

An Integrated Company-Wide Management System - Souraj Salah 2018-08-30

This book offers a comprehensive guide to implementing a company-wide management system (CWMS), utilising up-to-date methodologies of lean-six sigma in order to achieve high levels of business excellence. It builds the foundation for quality and continuous improvement, which can be implemented in any organization. The book begins with an introduction to and an overview of CWMSs, and reviews the existing literature on various management systems. It then discusses the integration and implementation of lean-six sigma in supply chain management. The integration approach presented highlights the link between the existing management systems and shows how continuous improvement methodologies are incorporated. The book then examines the components of CWMS, comparing them to other systems. It also explores Kano-based six sigma and concludes with further recommendations for reading. This book covers five management systems integrated into one novel approach that can be followed by organizations wishing to achieve quality and business excellence. Covering lean-six sigma - an essential element of management systems - it is a valuable resource for practitioners and academics alike.

One Small Step Can Change Your Life - Robert Maurer 2014-04-22

The essential guide to kaizen—the art of making great and lasting change through small, steady steps—is now in paperback. Written by Dr. Robert Maurer, a psychologist on the staff of both the University of Washington School of Medicine and Santa Monica UCLA Medical Center, and an expert on kaizen who speaks and consults nationally, *One Small Step Can Change Your Life* is the gentle but potent way to effect change. It is for anyone who wants to lose weight. Or quit smoking. Or write a novel, start an exercise program, get out of debt, or conquer shyness and meet new people. Beginning by outlining the all-important role that fear plays in every type of change—and kaizen's ability to neutralize it by circumventing the brain's built-in resistance to new behavior—Dr. Maurer then explains the 7 Small Steps: how to Think Small Thoughts, Take Small Actions, Solve Small Problems, and more. He shows how to perform mind sculpture—visualizing virtual change so that real change comes more naturally. Why small rewards lead to big returns by internalizing motivation. How great discoveries are made by paying attention to the little details most of us overlook. Rooted in the two-thousand-year-old wisdom of the Tao Te Ching—"The journey of a thousand miles begins with a single step"—here is the way to change your life without fear, without

failure, and to begin a new, easy regimen of continuous improvement.

Metrics-Based Process Mapping - Karen Martin 2012-10-22

Metrics-Based Process Mapping (MBPM) is a tactical-level, visual mapping approach that enables improvement teams to make effective, data-based decisions regarding waste elimination and measure ongoing process performance. The mapping technique, often used to drill down from a value stream map, integrates the functional orientation of traditional swim-lane process maps with time and quality metrics that are essential for designing improved processes. Building on the success of its popular predecessor, *Metrics-Based Process Mapping: An Excel-Based Solution*, this book takes readers to the next level in understanding processes and process improvement. Included with the book is an interactive macro-driven Excel tool, which allows users to electronically capture their current and future state maps. The tool also audits the maps for completeness, summarizes the metrics, and auto-calculates the improvements. Improvements to this version include: Foundational content about processes—what they are and how they vary A description of the difference between value-stream and process-level maps New content about how to bridge the gap between your current state and your desired future state Tips for effective team formation and mapping facilitation An implementation plan for those using the mapping methodology as a standalone tool and not part of a Kaizen Event The Excel-based tool included on the accompanying CD provides readers with a user-friendly way to electronically archive manually created maps in team settings for easier storage and distribution across your entire organization. While current and future state MBPMs are initially created during team-based activities using butcher paper and post-its, the electronic maps serve as standard work documentation for the improved process, enabling training, communication, and process monitoring activities. This flexible, user-friendly tool includes: A custom toolbar that simplifies map creation and editing Automated calculation of key metrics An audit feature to prevent mapping errors The ability to simulate how improvements will impact staffing requirements System Requirements: The tool is intended for use on PCs using Excel 2003 or later—it will NOT function with earlier versions of Excel, or on Macintosh computers. View a demo of the Excel tool at: www.mbpmapping.com

Kaizen for Quick Changeover - Keisuke Arai 2006-02-28

Changeovers in 3 minutes or less! Picking up where Dr. Shingo's Single Minute Exchange of Die left off, this book streamlines the process even further to reduce changeover time, while simultaneously cutting staffing requirements in half. To instruct on how to achieve quick changeover in virtually any type of production environment, the book includes— A succinct eight-step process for setup improvement Nine basic principles for eliminating changeover waste The book begins by outlining the tactical principles for improving the three phases of the changeover procedure. Next it demonstrates how to improve changeover on a processing line. All of the ideas presented are based on kaizen improvements, which require very little, if any, expenditure. Process razing and the implementation of one-piece flow are also examined as means to eliminate wasteful transportation and searching.

The Executive Guide to Healthcare Kaizen - Mark Graban 2013-08-21

Hospitals and health systems are facing many challenges, including shrinking reimbursements and the need to improve patient safety and quality. A growing number of healthcare organizations are turning to the Lean management system as an alternative to traditional cost cutting and layoffs. "Kaizen," which is translated from Japanese as "good change" or "change for the better," is a core pillar of the Lean strategy for today's best healthcare organizations. Kaizen is a powerful approach for creating a continuously learning and continuously improving organizations. A Kaizen culture leads to everyday actions that improve patient care and create better workplaces, while improving the organization's long-term bottom line. The *Executive Guide to Healthcare Kaizen* is the perfect introduction to executives and leaders who want to create and support this culture of continuous improvement. The *Executive Guide to Healthcare Kaizen* is an introduction to kaizen principles and an overview of the leadership behaviors and mindsets required to create a kaizen culture or a culture of continuous improvement. The book is specifically written for busy C-level executives, vice presidents, directors, and managers who need to understand the power of this methodology. The *Executive Guide to Healthcare Kaizen* shares real and practical examples and stories from leading healthcare organizations, including Franciscan St. Francis Health System, located in Indiana. Franciscan St. Francis' employees and physicians have implemented and documented 4,000 Kaizen

improvements each of the last three years, resulting in millions of dollars in hard savings and softer benefits for patients and staff. Chapters cover topics such as the need for Kaizen, different types of Kaizen (including Rapid Improvement Events and daily Kaizen), creating a Kaizen culture, practical methods for facilitating Kaizen improvements, the role of senior leaders and other leaders in Kaizen, and creating an organization-wide Kaizen program. The book contains a new introduction by Gary Kaplan, MD, CEO of Virginia Mason Medical Center in Seattle, Washington, which was named "Hospital of the Decade" in 2012. The Executive Guide to Healthcare Kaizen is a companion book to the larger book Healthcare Kaizen: Engaging Front-Line Staff in Sustainable Continuous Improvements (2012). Healthcare Kaizen is a longer, more complete "how to" guide that includes over 200 full color images, including over 100 real kaizen examples from various health systems around the world. Healthcare Kaizen was named a recipient of the prestigious Shingo Professional Publication and Research Award. Check out what the experts at the Franciscan St. Francis Health System have to say about Healthcare Kaizen.

<http://www.youtube.com/watch?v=XcGmP5gLEPo&feature=c4-overview&list=UU7jiTxn4nkMzOE5eTbf0Upw>

Toyota Kata: Managing People for Improvement, Adaptiveness and Superior Results - Mike Rother 2009-09-04

"Toyota Kata gets to the essence of how Toyota manages continuous improvement and human ingenuity, through its improvement kata and coaching kata. Mike Rother explains why typical companies fail to understand the core of lean and make limited progress—and what it takes to make it a real part of your culture." —Jeffrey K. Liker, bestselling author of The Toyota Way "[Toyota Kata is] one of the stepping stones that will usher in a new era of management thinking." —The Systems Thinker "How any organization in any industry can progress from old-fashioned management by results to a strikingly different and better way." —James P. Womack, Chairman and Founder, Lean Enterprise Institute "Practicing the improvement kata is perhaps the best way we've found so far for actualizing PDCA in an organization." —John Shook, Chairman and CEO, Lean Enterprise Institute This game-changing book puts you behind the curtain at Toyota, providing new insight into the legendary automaker's management practices and offering practical guidance for leading and developing people in a way that makes the best use of their brainpower. Drawing on six years of research into Toyota's employee-management routines, Toyota Kata examines and elucidates, for the first time, the company's organizational routines—called kata—that power its success with

continuous improvement and adaptation. The book also reaches beyond Toyota to explain issues of human behavior in organizations and provide specific answers to questions such as: How can we make improvement and adaptation part of everyday work throughout the organization? How can we develop and utilize the capability of everyone in the organization to repeatedly work toward and achieve new levels of performance? How can we give an organization the power to handle dynamic, unpredictable situations and keep satisfying customers? Mike Rother explains how to improve our prevailing management approach through the use of two kata: Improvement Kata—a repeating routine of establishing challenging target conditions, working step-by-step through obstacles, and always learning from the problems we encounter; and Coaching Kata: a pattern of teaching the improvement kata to employees at every level to ensure it motivates their ways of thinking and acting. With clear detail, an abundance of practical examples, and a cohesive explanation from start to finish, Toyota Kata gives executives and managers at any level actionable routines of thought and behavior that produce superior results and sustained competitive advantage.

Healthcare Kaizen - Mark Graban 2018-06-08

Healthcare Kaizen focuses on the principles and methods of daily continuous improvement, or Kaizen, for healthcare professionals and organizations. Kaizen is a Japanese word that means "change for the better," as popularized by Masaaki Imai in his 1986 book Kaizen: The Key to Japan's Competitive Success and through the books of Norman Bodek, both o

Lean Six Sigma For Dummies - John Morgan 2010-11-18

With the growing business industry there is a large demand for greater speed and quality, for projects of all natures in both small and large businesses. Lean Six Sigma is the result of the combination of the two best-known improvement methods: Six Sigma (making work better, of higher quality) and Lean (making work faster, more efficient). Lean Six Sigma For Dummies outlines the key concepts in plain English, and shows you how to use the right tools, in the right place, and in the right way, not just in improvement and design projects, but also in your day-to-day activities. It shows you how to ensure the key principles and concepts of Lean Six Sigma become a natural part of how you do things so you can get the best out of your business and accomplish your goals better, faster and cheaper. About the author John Morgan has been a Director of Catalyst Consulting, Europe's leading provider of lean Six Sigma solutions for 10 years. Martin Brenig-Jones is also a Director at Catalyst Consulting. He is an expert in Quality and Change Management and has worked in the field for 16 years.