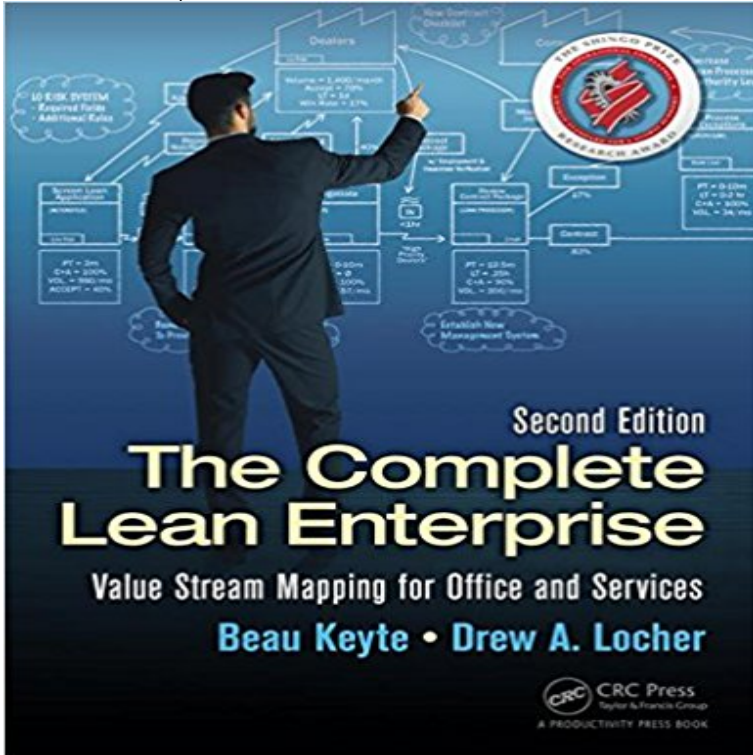


The Complete Lean Enterprise: Value Stream Mapping for Office and Services, Second Edition



The first edition of this book won a Shingo Prize for Excellence in Manufacturing Research, and now, following in the tradition of its bestselling predecessor, *The Complete Lean Enterprise: Value Stream Mapping for Office and Services, Second Edition* details a robust step-by-step approach for implementing Lean initiatives in the service industry and office environments. A must-read for those looking to maximize the value they provide their customers, this new edition describes how to better align value stream improvements to strategic needs. In addition, it engages the entire organization in experimentation and connects a new management system with tiered visuals in support of leader standard work. This updated edition of a Shingo Prize Winner:

Features new critical steps in planning and preparing for VSM events
Includes new content and examples from the service industry, including healthcare
Provides a new examination of future state mapping
Details methods for engaging an entire organization in continuous improvement by focusing on socialization
Discusses the use of experiments to learn your way to a future state
Provides examples of tiered visual management and demonstrates the principles of a lean management system
Providing improved ways to involve your organization in transformation and to sustain your efforts, the book expands beyond the tools focus to challenge your organization to think and act differently in order to change the culture of your organization as

you become more effective and efficient. This book details proven methods for aligning the organization for transformation, creating future state visions of improved effectiveness and efficiency, and engaging all levels of the organization in the transformation. After reading it, you will be better prepared to transform your organization to one that not only sustains improvement gains but is more adaptable to shifts in market and customer needs.

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