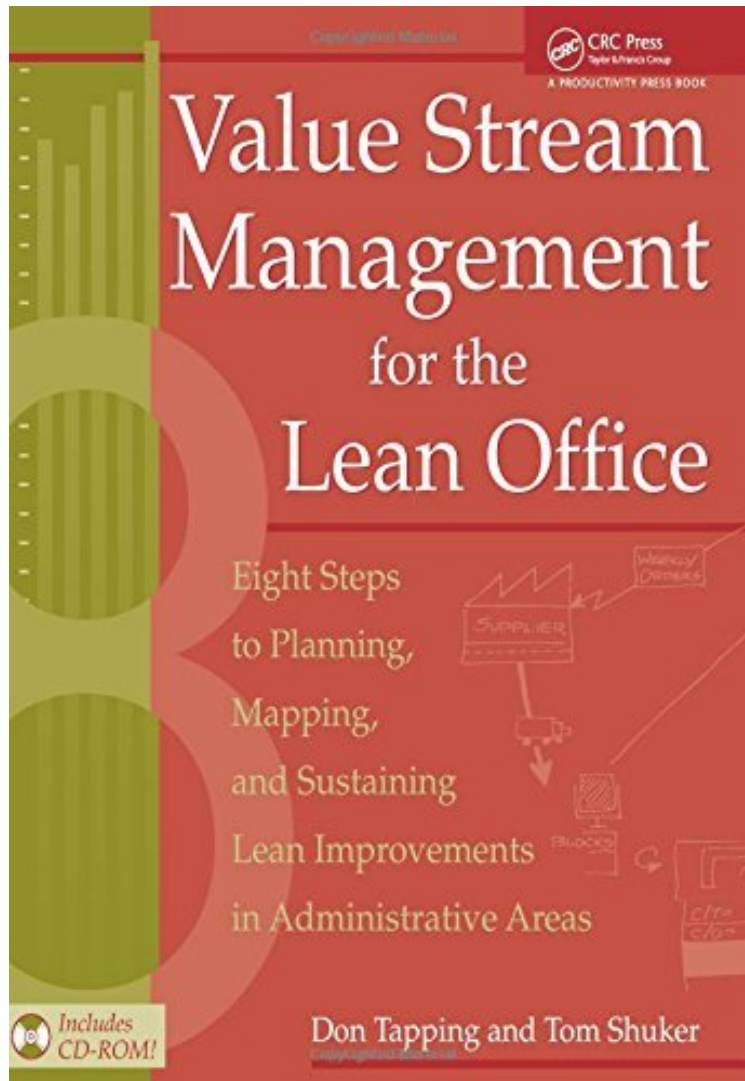


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Value Stream Management for the Lean Office: Eight Steps to Planning, Mapping, Sustaining Lean Improvements in Administrative Areas

Don Tapping, Tom Shuker

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Don Tapping, Tom Shuker : Value Stream Management for the Lean Office: Eight Steps to Planning, Mapping, Sustaining Lean Improvements in Administrative Areas before purchasing it in order to gage whether or not it would be worth my time, and all praised Value Stream Management for the Lean Office: Eight Steps to Planning, Mapping, Sustaining Lean Improvements in Administrative Areas:

1 of 1 people found the following review helpful. Thorough review of VSM in the officeBy Jason StokesOk, don't buy

this book as a general "lean office" book - it's not that. It's ALL about mapping a value stream, running projects based on the value stream, and using VSM as the management tool for a lean office. I like that, but I felt that this book spends far too much time focused on the one tool, and doesn't emphasize that it's one tool that is part of an overall management system that will just require more. Pros:- Excellent, thorough, breakdown of VSM in the office- Focused entirely on an office/service environment. It's not a retread with "manufacturing" replaced with "service" like some books.- Visual, with excellent pictures and examples throughout Cons:- Only emphasizes one tool- The wastes discussion was weak compared to other office books - I found several others to cover them much more thoroughly, with better examples. 48 of 48 people found the following review helpful. What a welcome addition to the world of lean!

By A Customer
This book is such a welcome addition to my book shelf. I tried so hard last year to try to translate manufacturing value stream mapping to the transactional world and found it very difficult. This book simplifies the approach incredibly. There are some typos in the book as well as one figure that is missing some icons. The bad part about the book is that it does seem to spend a lot of time saying the same thing over and over and over again while skipping over some very important VSM concepts like dealing with multiple flows, etc. You need to have a good background in VSM and lean in order to absorb this book easily. I appreciate the fact though that the authors try to demonstrate the tools on three or four examples throughout the book, but why not put in a few other case studies all the way through???! I hate having just one complete case study like in the book Learning to See. Not all situations are the same so having several examples can be very helpful. 14 of 15 people found the following review helpful.

VSM for the Office
By Robert A. Drensek
I found this to be a good book on translating the tools of manufacturing to an office environment. It communicates all of the basics that are required. I've attended one of this consulting group's manufacturing classes. I found them to be dead on. I like the way they handled the accounting/cost/metric relationship to lean production. Basically, the current accounting standards will cause you to do things in opposition to what lean principles will have you do. In some other office scenarios, I think this more traditional approach will not have all the pieces or tools required. I work in an industry where order entry is significantly more complex than the examples presented, a much higher degree of interaction with other players is required, and rework loops are significant part of the process (customer driven rework). ANITECH has an approach that tracks the information flow surrounding the work process, while applying the same lean techniques that are presented in this book. Tracking the information flow provides an opportunity to sort out, automate, and lean out that information flow. There is tremendous leverage in this concept.

Bring Lean Improvements to the Administrative Areas of Your Organization! Extending their eight-step process to the realization of a lean office, Tapping and Shuker use a customer service case study to illustrate the effectiveness of the value stream storyboard. This popular volume provides organizations with a proven system for implementing lean principles in the office. In addition to providing a thorough overview of basic lean concepts, this book details methods for identifying the administrative activities in need of attention. To address these, it applies the eight-step process for removing waste and reorganizing workflow. Accompanying the book is a CD containing a lean assessment tool, a storyboard template, charts, a team charter, and worksheets. **BONUS CD!** Along with this book you receive a CD containing a lean assessment tool, a storyboard template, useful charts, a team charter, forms, reports, and worksheets!

About the Author
Don Tapping has worked for over twenty years to eliminate waste and improve bottom-line results in the telecommunications, medical, automotive, industrial, and aerospace industries. Tapping directed the lean implementation for Eaton Aerospace Division for over 5 years, with similar duties prior to that at Schlumberger Technologies, UNISTRUT Corporation, and Data Scan Services. Tom Shuker has over thirty years' experience in manufacturing and is currently President of Lean Concepts, LLC. Shuker recently participated in lean implementation within General Motors Corporation including two years at New United Motors Manufacturing, Inc. (NUMMI), a joint GM-Toyota Assembly Plant. He has also consulted for other manufacturers in the implementation of their lean manufacturing systems including Herman Miller, Autocam, Merilatt, Medtronics, Caterpillar, and Aeroquip Corporation; Division of Eaton.