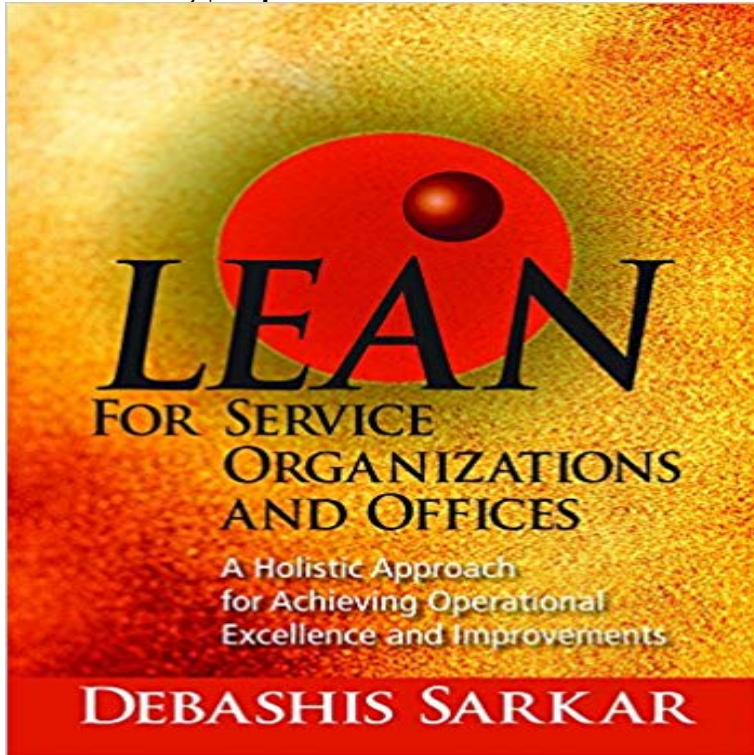


Lean for Service Organizations and Offices: A Holistic Approach for Achieving Operational Excellence and Improvements



Service organizations worldwide are facing a large number of challenges in the marketplace. Mounting pressure from competition and the diverse needs of customers are forcing companies to look for an efficiency engine which will help them to remain agile while transforming them to a high performance business. Adopting lean puts anyone in a position more likely to address these concerns and build a foundation for operational excellence. When implemented well, 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. Service companies sometimes struggle with lean implementation due to the absence of a holistic approach to embed lean into the organizational fabric. Author Debashis Sarkar addresses that potential shortcoming by providing the DEB-LOREX (Debashiss Lean Organizational Excellence) model. Built around systems thinking, the model requires a lean architecture to be hardwired around five solid anchors: people, processes, partners, promotions, and problem solving. Though specifically designed with service organizations and offices in mind, the universal nature of the model makes it applicable to manufacturing companies, too. The book also delivers insightful lessons gathered from implementation in service businesses. Many of the principles discussed in the book are based on the authors first-hand experience. Being from a practitioners viewpoint, Lean for Service Organizations and Offices is light on theory and heavy on application, exactly whats needed for a holistic and comprehensive lean transformation.

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