

Creating A Lean Culture Tools To Sustain Lean Conversions

Higher education (HE) is amongst the hardest sectors in which to apply lean. Universities resist change, their organizational cultures being far from the manufacturing environment where lean was born. The way HE organizations are structured, funded, and function globally is idiosyncratic; one size is unlikely to fit all. However, the sector is also dynamic and a mature understanding of lean, as a philosophy, led by principles, suggests there are many ways HE could grow through lean. This collection of work reflects the state-of-the-art in the global practical application of lean for higher education. It aims to demonstrate the diverse applications of lean in universities inspiring others to deeply engage with lean thinking in their own unique context and to drive successful, sustainable, lean work. Contributors are both well-known experts in lean HE and up-and-coming practitioners. Authors live globally, in countries such as Australia, Canada, Malaysia, Poland, the UK, and the USA. They represent higher education environments from applied teaching institutions to research-focused universities from 50 years old to more than 800 years old. The collection focuses on lean applied across universities as a whole, often addressing the administrative support or professional services side of how these institutions work. The application of lean is not limited purely to the administration of such organizations but is applied to the primary purpose of universities: teaching and research. This volume is not focused on lean theory. Instead, it discusses how HE institutions have taken lean forward and the lessons learned that others can share and learn from. It is composed of six sections: Starting out, People, Projects, Technology, Sustaining Lean, and Culture. The rich and wide perspectives in this book will enable the reader to understand the many ways that lean thinking is applied in higher education globally. More importantly, this book will help the reader better understand and apply lean in the context of their own work.

Given that the greatest risk factor on any project is manpower costs, problems resulting in delays, rework, or overtime will lower profits through increased labor costs. Most of these process-generated costs are fully preventable. An in-depth exploration of the application of Lean initiatives in the construction industry, *Lean Culture for the Construction Industry: Building Responsible and Committed Project Teams* addresses employee issues in terms of productivity and waste by applying behavioral psychology principles at both tactical and strategic levels. Written by a veteran consultant in the construction field, the book draws a connection between how construction professionals act as leaders and how their attitude and behavior affect productivity and waste daily. He expands the notion of ethics beyond the simple litmus test of right and wrong, so team leaders can adopt professional and diplomatic attitudes and behaviors toward the implementation of Lean improvements. Poorly devised organizational structures, unclear roles and responsibilities, unresolved interpersonal conflicts that are allowed to fester, and an overall lack of focus on improving team process—any of these attitudes and behaviors on a construction job can cripple productivity and result in waste and lost profit. This book demonstrates how, in a business intrinsically loaded with a wide range of people and personalities, ineffective management structures, and poor communication, Lean thinking can make the difference between a profitable, competitive construction team and mass inefficiencies and lost profitability. The author can be contacted at www.interactiveconsulting.biz

The first edition of this highly acclaimed publication received a Shingo Research and Professional Publication Prize in 2009. Explaining how to create and sustain a Lean business, it followed Cogent Power's first two Lean Roadmaps along their journey. Since then, much has changed. Several members of Cogent Power's senior management have moved on, s

Lean transformations is your start-to-expert guide for Lean. It describes the crucial steps to implement lean tools which directly lead to measurable productivity improvements, while minimizing investments. Part one of the book describes the Leadership skills required to make Lean work for the organization in the long term. Part two describes why Lean can help you, your team and your organization in process improvement, based on the history and learnings of other organizations in using Lean. Part three describes The Four Levels of Lean Maturity, where the crucial steps of different tools are highlighted, and more importantly: how you use the tools to reach your organizational targets. Part four is focused on Value Stream Mapping, where the 8 step approach will help you identify the most important process design improvements to improve total performance. Part five describes another set of lean tools in more detail. Lean Transformations will give you the theory and practical steps you need to create a culture of continuous improvement in your organization in which people continuously use lean tools to find the next improvement. Get your copy now to reap the real benefits of lean, starting today!

Lean – Let’s Get It Right!: How to Build a Culture of Continuous Improvement

(978-0-367-42991-1, 340939) Shelving Guide: Business & Management / Lean Management

This book addresses the root causes of why a majority of Lean transformations have not met expectations. More importantly, it provides the information needed to turn around the failure mechanisms and transform them into critical success factors. Lean – Let’s Get It Right! delves into the psychology of change and motivation and clarifies the roles and responsibility changes which are required for alignment with Lean principles. While the author includes a review of Lean principles, the majority of the book either provides more depth of understanding of the principles or highlights how misalignment can thwart Lean transformation efforts. What this provides is not only clarity, but it establishes a solid reference point or framework to guide the Lean strategy. The reader will begin to see how the principles are not simply a random set of characteristics or features of Lean, but are actually a set of fundamental beliefs on which all else is based. Though repeated throughout the book that an organization must develop the specifics of their own Lean roadmap, this book concludes with guidance on making it happen. This book, with its primary focus on people, leadership, and principles, and less so on the details of tools and techniques, can be thought of as providing the few critical missing puzzle pieces to enable an effective Lean transformation.

Books in the Quality and Business Excellence series can help readers improve customer value and satisfaction by integrating the voice of the customer into design, manufacturing, supply chain, and field processes. Lean Transformation: Cultural Enablers and Enterprise Alignment is about the Lean system. It begins by describing the reasons why so many Lean implementations fail and explaining why managers need to focus their valuable time on early adopters rather than on trying to convert resistors. This book describes the guiding principles of the Shingo process for continuous improvement layout and evaluation. It examines the principles, systems, and tools of continuous improvement and demonstrates how to deploy these proven methods in plants and distribution centers. The book covers time-tested continuous improvement process tools and practices, including the visual workplace, mistake proofing, PDCA, 5S, Heijunka, standard work, Kaizen, and value stream mapping. It also examines Lean performance measures and introduces a comprehensive Lean tool assessment system. Presenting seven proven techniques for altering and guiding a Lean culture, the book identifies a formal process for overcoming common roadblocks. It also illustrates the proliferation of the Lean initiative across an organization's various sites. This book describes how proper assessment of Lean system tools can help your organization remain focused on system standardization and boost your organization's sustainability efforts. It includes job descriptions of various roles in the improvement process, including those for Lean supervisor and Lean team leader, as well as a glossary that defines key terms.

Lean culture should be developed so that the goal to improve a process or business condition on a continuous basis can be achieved. Organizations with a lean culture have reaped many successful experiences in implementing lean, so it is seen as a legitimate methodology for organizations. New employees coming into an organization that has a lean culture will be taught to see, think, and feel from a lean perspective in dealing with problems in their job. Lean needs to be a cultural mindset for all for an organization to remain successful. The effort to build a lean culture relies on the support and active participation of leaders as the agents of change. Research shows that the success of a lean implementation is around 50% depending on leadership, while the remaining 30% is on finance, 10% on organization and culture, and 10% on skills and expert human resources. In general, leaders play a role in developing subordinates, problem-solving skills, and producing various continuous improvement efforts. In addition, leaders are responsible for encouraging subordinates to continuously use problem-solving tools as part of their efforts to improve their skills and deal with bigger problems. This book focuses on leadership and the tools required to support a lean initiative. Understanding the basic and valuable tools of lean provides the foundation for leaders in support of their organization initiative. Topics in the book include a description of the eight wastes, organizational level process mapping, lean metrics, and developing a future position. The author includes a discussion and samples of basic lean tools such as Kanban, standard work, and visual management. The author also describes the tools each leader needs to be successful with in creating a culture of lean thinking, including the leader task board, the process performance board, and process walk.

This book explains how to sustain lean, or, continuous improvement practices. It introduces the BASICS® lean leadership development path, combining the "human aspect" with published BASICS® lean tools. It lays out the methodology to empower, lead, and drive ongoing improvements in your business. The book includes engaging stories and case studies to demonstrate the effectiveness of shop floor management tactics, including visual management tools, gemba walks, standard work, time analysis, kanban, 5S, and more.

Creating a Lean Culture Tools to Sustain Lean Conversions, Third Edition CRC Press
With 30 years of driving Lean transformations under his belt—both in-house at Danaher and as the founder of Lean Horizons—Mark C. DeLuzio has a vantage point across a variety of industries. He often hears the challenges Lean leaders face now that they've been implementing Lean for a decade or more. They are concerned that they aren't getting the results they used to, and they don't know why. Most leaders believe their problems are unique to their company, but Mark sees more commonalities than differences. *Flatlined: Why Lean Transformations Fail and What to Do About It* draws on the author's experience as the original pioneer of the most successful Lean business system next to Toyota, as well as his progress over the past 18 years in helping companies replicate what Danaher achieved. Mark DeLuzio knows you need an actionable approach to make rapid shifts, not theory. With this book, Mark DeLuzio gives you:

- the reasons why companies are now flatlining with Lean;
- five steps to solving this problem, no matter what your industry or corporate culture;
- real talk on why your organization is probably mediocre (even if it's making a lot of money) and how to disrupt it to make it genuinely world class;
- the questions you should always be asking at every stage and level of your Lean initiative.

This book, which takes the employees' perspective, illustrates what works and what doesn't work to engage, involve, and motivate a workforce. Through examples, it shows how the "engage" methodology links to the Lean Process. While focusing on the softer/"people" part of Lean, it maximizes the value returned on the organization's investment in Lean. It links "engagement" to measurable performance improvements. The how-to book includes a methodology overview and details on how to implement including communication do's and don'ts as well as a checklist for leader standard work (a tool for individual leaders to track and

be recognized for their "engage, involve, and motivate" behaviors).

Companies from startups to corporate giants face massive amounts of disruption today. Now more than ever, organizations need nimble and responsive leaders who know how to exploit the opportunities that change brings. In this insightful book, Jean Dahl, a senior executive and expert in the Lean mindset and its methods, demonstrates why you need to embrace Modern Lean principles and thinking to redefine leadership in this age of digital disruption in order to continuously evolve the Lean enterprise. Drawing on nearly three decades of corporate and consulting experience, Ms. Dahl lays out a new holistic framework for developing Modern Lean leaders. Through personal experiences and compelling real-world case studies, she explains specific steps necessary for you and your company to proactively understand and respond to change. Understand the leadership challenges Lean leaders face in our 21st century global economy Explore the six dimensions of the Modern Lean Framework™ Learn and apply the nine steps necessary to become a Lean leader Use Modern Lean methods to build a culture of continuous learning that can be sustained and maintained within your organization Seize competitive advantage by embracing Modern Lean to build an enterprise that understands how to respond to disruption

Courageous Leadership: The Missing Link to Creating a Lean Culture of Excellence is one of the firsts of its kind to wade through the confusion among leaders on selecting the type of change approach that will get the best results in their organization. It educates the senior executive leaders and organizational excellence practitioners on the different characteristics of change and answers why the approach to incremental and transitional change cannot deliver the results expected from a transformational change. The author shares his experiences from leading several small and large scale organization transformations in multiple industries across different countries on how to establish a robust foundation for an excellence journey and integrate strategy into daily operations. This book elaborates on the types of courage and what it means to be a courageous leader while leading change in difficult situations, and what leaders do differently for putting the organization on a path to excellence and culture transformation. This book shares an innovative design, a methodology and an approach that combines best practices and principles from Malcolm Baldrige, Shingo, Lean, Six Sigma, Balanced Scorecard, accreditation, change management, patient and family-centered care, the Competing Values Framework, the LEADS framework, and the project management body of knowledge. The implementation of this model at a hospital in Canada propelled the organization further ahead on their transformational journey compared to other organizations that started much earlier. Sensei in Japanese means Teacher and Gyaan in Sanskrit means Knowledge. Brief sections on 'Sensei Gyaan' have been interspersed throughout the book to provide valuable tips to the readers based on author's experiential learnings over the past two decades. This book serves as a practical guide for senior executive leaders and organizational excellence practitioners, who wish to embark or are in various stages of their organizational excellence and culture transformation journey. Readers will be guided through 26 elements necessary for establishing a robust foundation and an additional set of 22 Management System elements required to create and sustain a culture of quality across the organization. For leaders in healthcare, the book provides a framework, guiding principles, and associated practices that support the implementation of the 4 core concepts of patient and family centered care namely, dignity and respect, information sharing, participation and collaboration. Included in the book are several examples with creative visuals, ready-to-use templates and standard works, models, guiding principles, and strategies based on best practices to assist leaders in their organization excellence journey.

Lean Culture Change is a hands on field book with real-world Lean healthcare examples that can be adapted to any industry. The book defines the first steps to transformation using a daily management system adapted from the Toyota Georgetown, General Motors, and beyond by

Rodger Lewis, one of Toyota's first leaders hired in North America.

The Highly Effective Office covers the transformation journey required to change the culture in the workplace from processes that suffer from functional separation and "silo-ed" departments to efficient and integrated systems. Most office processes have evolved into separate and autonomous stand-alone functions that are sub-optimized. The result is added wastes in the processes, and the customers are often the first to notice. The wastes parallel the manufacturing floor wastes and deserve the same attention for identification and removal. Yet, the culture of the office is predisposed to work by a separation of duties. Roles and responsibilities are not aligned around processes. The same type of dramatic transformations that were enabled on the concrete factory floor are needed in carpeted offices. This book describes methods to transform the value streams in the office and administrative areas of organizations, and it outlines why Lean works just as well in the office as it does in manufacturing. Wastes typically reach 50% of the process effort, and these processes are ripe for improvement. Throughout the book, waste removal in office processes are fully illustrated with descriptions of applying Lean tools to achieve flow. Case studies from the corporations, non-profits, and higher education institutions demonstrate how various types of organizations have reached success by applying Lean principles to their processes. Lean expert Timothy Schipper outlines the structural and leadership changes that are required to create a transformational journey for process change and continuous improvement. Leadership activities are outlined along with descriptions of how to assign ownership and responsibility for the changes inside the organization. Various leadership behaviors are explored that support and help to sustain the effort. Attention is given to how to start the journey, how to select projects and launch them with clear goals and objectives, and how to run successful workshops, as well as visual tools and techniques and educational content. Finally, and most importantly, a description of the mature Lean culture is offered to show how to embed process improvement into the organization.

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

The Creating Level Pull workbook shows you how to advance a lean transformation from a focus on isolated improvements to improving the entire plantwide production system by implementing a lean production control system. "The workbook is unique because it is a step-by-step case study on how to implement a level, pull-based production control system," said author Art Smalley. This is a new step towards 'system kaizen that is not yet well understood outside of Toyota. The lean efforts at most companies focus on "point kaizen" (e.g., reducing set up times, implementing 5S, etc.) that improves a small portion of the value stream running from raw materials to finished products. Or they focus on "flow kaizen" that improves the entire value stream for one product family. Creating Level Pull shows how companies can make the leap to "system kaizen" by introducing a lean production control system that ties together the flows of information and materials supporting every product family in a facility. With this system in place, each production activity requests precisely the materials it needs from the previous activity and demand from the customer is levelled to smooth production activities throughout the plant.[Source : 4e de couv.].

While worker safety is often touted as a company's first priority, more often than not, safety activity is driven by compliance to legislation rather than any safety improvement initiative. Lean takes a proactive approach – it is not contingent on legislation. A serious Lean effort will tear apart an old inefficient entitlement-riddled culture and build it into something effective. Lean Safety: Transforming your Safety Culture with Lean Management takes lessons learned from Lean and applies them to the building of a world-class safety-first organization. Based on 30 years of experience with successful implementation of continuous improvement, Robert Hafey focuses the power of Lean improvement on the universal topic of safety. In doing so, he shows how Lean and safety are linked; that the achievement of one is often dependent upon achievement of the other. In this book, written for managers and executives as well as workers on the line, Hafey: Challenges each stakeholder to think proactively and accept individual responsibility for safety Emphasizes that the building of a top safety program

requires the building of a world-class safety culture Demonstrates how basic Lean tools are as applicable to safety as they are to Lean, such as the A3 problem-solving process and the facilitated kaizen blitz Removes fear from the accident investigation process so that root causes are addressed rather than hidden Establishes standards and metrics for safety management that are clearly definable and measurable Any lasting improvement must become both institutionalized and perpetually capable of adaptation. World class safety is not about writing correct rules, but more about righting the culture responsible for the well-being of its stakeholders. Listen to what Robert Hafey has to say about Lean Safety.

A Practical, Hands-on Guide to Lean Manufacturing This real-world resource offers proven solutions for implementing lean manufacturing in an enterprise environment, covering the engineering and production aspects as well as the business culture concerns. Filled with detailed examples, the book focuses on the rapid application of lean principles so that large, early financial gains can be made. **How to Implement Lean Manufacturing** explains Toyota Production System (TPS) practices and specifies the distinct order in which lean techniques should be applied to achieve maximum gains. Global case studies illustrate successes and pitfalls of lean manufacturing initiatives. Discover how to:

- Rigorously test and retest the state of your "leanness" with unique evaluators
- Develop and deploy plant-wide strategies and goals
- Improve speed and quality and dramatically reduce costs
- Reduce variation in the manufacturing system in order to reduce inventory
- Reduce lead times to enable improved responsiveness and flexibility
- Synchronize production and supply to the customer
- Create flow and establish pull-demand systems
- Perform system-wide and specific value-stream evaluations
- Generate a comprehensive list of highly focused Kaizen activities
- Sustain process gains
- Manage constraints and reduce bottlenecks
- Implement cellular manufacturing

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

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> While Lean practices have been successfully implemented into the process industry with excellent results for over 20 years (including the author's own award winning example at Exxon Chemical), that industry has been especially slow in adopting Lean. Part of the problem is that the process industry needs its own version of Lean. The larger part of t

In this groundbreaking sequel to *The Gold Mine*, authors Michael and Freddy Ballé present a compelling story that teaches readers the most important lean lesson of all: how to transform themselves and their workers through the discipline of learning the lean system. *The Lean Manager: A Novel of Lean Transformation* reveals how individuals can go beyond the short-term gains from tools, and realize a deeper, sustainable path of improvement. Full of human moments that capture the excitement and drama of lean implementation, as well as clear explanations of how tools and systems go hand-in-hand, this book will teach and inspire every person working to make lean a reality in their organization today. This book will help you learn both the how of doing lean, as well as the why behind the tools, enabling you to become lean. Lean is the most important business model for competitive success today. Yet companies still struggle to sustain enduring and deep-rooted business success from their lean implementation efforts. The most important problem for these companies is becoming lean: how can they advance beyond realizing isolated gains from deploying lean tools, to fundamentally changing how they operate, think, and learn? In other words, how can companies learn to go beyond lean turnaround to achieve lean transformation? *The Lean Manager: A Novel of Lean Transformation*, by lean experts Michael and Freddy Ballé, addresses this critical problem. As we move from what Jim Womack, author, lean management authority, and LEI founder, calls "the era of lean tools to the era of lean management," *The Lean Manager* gives companies a definitive guide for sustaining their ability to learn and improve operations and financial performance, while continually developing people. "The only way to become and stay lean is to produce lean managers," says Womack. "Every isolated effort will recede—or fail—unless companies learn to use the lean process as a way of developing individual problem-solvers with the ownership, initiative, and know-how to solve problems, learn, and ultimately coach new individuals in this discipline. That's why this book matters so much." *The Lean Manager*, the sequel to the Ballé's

international bestselling business novel *The Gold Mine*, tells the compelling story of plant manager Andrew Ward as he goes through the challenging but rewarding journey to becoming a lean manager. Under the guidance of Phil Jenkinson (whose own lean journey was at the core of *The Gold Mine*), Ward learns to use a deep understanding of lean tools, as well as a technical know-how of his plant's operations, to foster a lean attitude that sustains continuous improvement. Where *The Gold Mine* shows you how to introduce a complete lean system, *The Lean Manager* demonstrates how to sustain it. Ward moves beyond fluency with tools to changing his behavior as a manager and leader. He shifts from giving orders and answers to asking the right questions so people identify and address problems. He learns how to use tools to unleash the creativity and motivation of people, so they learn how to solve problems as well as coach and teach others to solve problems. Ward learns how to create lean managers. "I am excited and have hopes that this book will enlighten readers about what it really means to live a business transformation that puts customers first and does this through developing people," said Jeffrey Liker, author of *The Toyota Way* and professor of Industrial and Operations Engineering at the University of Michigan. "People who do the work have to improve the work. There are tools, but they are not tools for 'improving the process.' They are tools for making problems visible and for helping people think about how to solve those problems."

Lean Culture - The Leader's Guide provides a road-map to implementing lean culture within your organization. This guide represents the knowledge gained through thirty-five years of field experience implementing large scale change in the culture of organizations. This guide presents the principles and process of changing organization culture to capitalize on the competitive advantages of lean. Lean culture is a lot more than the tools and techniques of lean. It is the framework of values, daily habits and relationships within which those techniques can succeed and be sustained. Without the support of the culture, the techniques often fail. The sustainable value is in the culture and management process in which continuous improvement becomes a daily habit at every level. The purpose of this book is to help you build this culture. *The Leader's Guide* will show you how to... .. Instill the habits, values and management process of daily life in a lean organization. ...Engage all members of the organization, from top-to-bottom, in a consistent and organized process of improvement. ...Be the change! Model the behavior you expect from others. ...Align systems, structure, skills, style and symbols to the new culture.

Winner of a Shingo Research and Professional Publication Award The new and revised edition of this modern day classic provides the critical piece that will make any lean transformation a dynamic continuous success. It shows you how to implement a transformation that cannot fail by developing a culture that will have all your stakeholders involved in the process and invested in the outcome. It will teach you how to build success from the top down and the bottom up at the same time. If you are a

leader at any level in an organization undergoing or considering a lean transformation, this is where you should start and finish ... and start again. Praise for the First Edition of the Shingo Prize Winning International Bestseller. . . . an excellent review of one of the most common implementation issues in a lean transformation -- the essential day to day work practices of team leaders/supervisors/value stream managers that enable the lean system. -- George Koenigsaecker, President, Lean Investments, LLC . . . reprinted seven times The purpose of lean systems is to make problems glaringly obvious. If implementation does not include standard leadership and cultural support systems to constantly address problems, the point of the system is missed. Many books address lean tools and initial conversion, but if you want the system to stick, read David's book. --Robert (Doc) Hall, Editor-In-Chief, Target, Association for Manufacturing Excellence . . . now being translated into Russian, Thai, and Chinese... Mann's book is an excellent start toward Lean Leadership as 'process-dependent' rather than 'person-dependent' in style. --Ross E. Robson, Executive Director, Shingo Prize for Excellence in Manufacturing Now empowered with five more years of accumulated knowledge and experience, David Mann's seminal work: Offers new insights on applications of lean management in administrative, technical, and professional environments Provides new guidance on how to begin implementing lean management in discrete manufacturing, office, and process manufacturing environments. Details specifics on how to engage executives through gemba walks* Shows the difference between measuring improvement through results and through processes Adds new case studies throughout Expands the lean management assessment based on actual use, and now offers up two separate versions (both available online) one for manufacturing and one for administrative, technical, and professional settings *In a gemba walk, a teacher, or sensei, and student walk the production floor. The teacher asks the student to tell what he or she sees and, depending on the answer, asks more questions to stimulate the student to think differently about what is in front of him or her. This includes learning to see what is not there...Gemba walks often include assignments to act on what the student has come to see. ...

"Lead With Respect is a terrific book that puts the elements of genuine motivation into a broader context and helps leaders translate those principles into action." —Daniel H. Pink, author of *To Sell Is Human* and *Drive* "The Ballé books are a great way to get started or to speed up your pace of transformation, personal and organizational." —Jim Womack, Founder of Lean Enterprise Institute In their new business novel *Lead With Respect*, authors Michael and Freddy Ballé reveal the true power of lean: developing people through a rigorous application of proven tools and methods. And, in the process, creating the only sustainable source of competitive advantage—a culture of continuous improvement. In this engaging and insightful story, CEO Jane Delaney of Southcape Software discovers from her sensei Andy Ward that learning to lead with respect enables her to help people improve every day. "For us, lean is all about challenging yourself and each other to find the right problems, and working hard every day to engage people in solving them," he says. *Lead With Respect's* timely message brings a new understanding of lean. While lean has become essential for companies to compete in today's global economy, most practitioners see it as a rigorous focus on process to produce higher quality goods and services—a limited understanding that fails to realize the true power of this approach. This new novel by the Ballés, the third in a

series that includes Shingo Research Award-winners *The Gold Mine* and *The Lean Manager*, breaks new ground by sharing huge amounts of practical information on the most important yet least understood aspect of lean management: how to develop people through a rigorous application of lean tools. You'll learn: How to apply Lead With Respect attitudes to the lean tools you are using now so that you develop a truly sustainable lean culture. What specific steps to follow to make lean leadership behaviors daily habits. How to manage with respect through the emotion, conflict, tension, and self-doubt that you'll face during a lean transformation.

Winner of a Shingo Research and Professional Publication Award
The new edition of this Shingo Prize-winning bestseller provides critical insights and approaches to make any Lean transformation an ongoing success. It shows you how to implement a sustainable, successful transformation by developing a culture that has your stakeholders throughout the o

What if the problem is you? For organizations just preparing to begin a continuous-improvement (CI) journey, the behaviors of the leadership must transform dramatically for the Lean toolkit to succeed. Many organizations invest in training colleagues about the power of the tools but fail to address the behavior and mindset of the leadership. Unfortunately, misaligned leadership behaviors will counteract any culture change that is attempted simply by pushing the use of Lean tools. This book outlines a comprehensive set of leadership principles that must be understood and modelled by the leadership before the CI Journey can effectively begin. This book organizes these leadership principles into a framework of a conceptual model called the "Three Spaces of Lean Transformation." The model suggests that these spaces of Trust, Change, and Continuous Improvement must be consciously shaped, developed, and maintained by the organizational leadership if a continuous improvement culture change succeeds. This book organizes a set of leadership principles -- that supports the culture change -- into each of these three spaces. The book is written in the first-person narrative and maintains a mentoring format. This book is for professionals at the very beginning of an intimidating Lean journey and with very little background or formal Lean training. Although these leadership principles are framed in the approach of being necessary to support an innovation culture change, the principles are, in fact, those necessary to support effective employee engagement. In addition, this set of leadership principles, if modeled consistently by the leaders, will create an organizational culture that will attract and retain great employees. These principles form the strong leadership foundation that must be established in organizations where, previously, many of the leadership behaviors were contrary to what is required by a "Lean" organization. The proper adoption of these leadership principles by an organization will support the long-term success of the Lean journey, and that this will enable a lasting, not a temporary, change to a continuous improvement culture.

There are some very good books available that explain the Lean Manufacturing theory and touch on implementing its techniques. However, you cannot learn "how to be" lean from merely reading the theory. And to be successful in the real-work environment you need a clear comprehension of how lean techniques work, rather than just a remote understanding of what they are. You need to know what does and does not work in different situations. And you need the benefit of practical experience in their implementation. *Lean Manufacturing: Tools, Techniques, and How to Use Them* gives

you the benefit of author and practitioner William Feld's 15 years of hands-on experience - and the lessons he's learned. Feld provides insight into the appropriate use of assessment, analysis, design, and, most importantly, deployment of a successful lean manufacturing program. Packed with practical advice and tips but not bogged down in theory, this book covers how, why, when, and what to do while implementing lean manufacturing. It equips you with the tools and techniques you need along with an understanding of how and why they work. Feld explores why an integrated approach is so much more beneficial in securing sustained improvement. He focuses on the interdependency of the Five Primary Elements: organization, metrics, logistics, manufacturing flow, and process control. He describes a proven, applied approach to creating a lean program using these elements. To keep up globally, and even locally, your manufacturing operation must be responsive, flexible, predictable, and consistent. You must continually improve manufacturing operations and cultivate a self directed work force driven by output based, customer performance criteria. By applying what you learn from *Lean Manufacturing: Tools, Techniques, and How to Use Them* you can build a workforce - and an organization - with the capacity to satisfy world class expectations now and into the future.

The *Toyota Way Fieldbook* is a companion to the international bestseller *The Toyota Way*. The *Toyota Way Fieldbook* builds on the philosophical aspects of Toyota's operating systems by detailing the concepts and providing practical examples for application that leaders need to bring Toyota's success-proven practices to life in any organization. The *Toyota Way Fieldbook* will help other companies learn from Toyota and develop systems that fit their unique cultures. The book begins with a review of the principles of the Toyota Way through the 4Ps model-Philosophy, Processes, People and Partners, and Problem Solving. Readers looking to learn from Toyota's lean systems will be provided with the inside knowledge they need to Define the companies purpose and develop a long-term philosophy Create value streams with connected flow, standardized work, and level production Build a culture to stop and fix problems Develop leaders who promote and support the system Find and develop exceptional people and partners Learn the meaning of true root cause problem solving Lead the change process and transform the total enterprise The depth of detail provided draws on the authors combined experience of coaching and supporting companies in lean transformation. Toyota experts at the Georgetown, Kentucky plant, formally trained David Meier in TPS. Combined with Jeff Liker's extensive study of Toyota and his insightful knowledge the authors have developed unique models and ideas to explain the true philosophies and principles of the Toyota Production System.

Known worldwide in manufacturing among those striving to maximize productivity and create pull scheduling of production as "the yellow book," this is the premier how to book for companies going lean. Touted by experts everywhere as practical, down-to-earth, and easy to read, it warns of cultural issues that are certain to arise, and gives step by step instructions for making the transformation. It clearly explains such tools as continuous flow, value stream mapping, kanban, kaizen, six sigma, just-in-time (JIT), techniques for quick set-ups, and other pillars of the Toyota Production System. It's full of examples of value stream mapping, how kanban can resolve material supply issues, how kaizen brainstorming can result in startling improvements overnight, how just-in-me (JIT) frees mountains of money tied up in work-in-progress, why Six Sigma quality

needs to be built in and not inspected in, how bottlenecks can be eliminated, kanban snafus spotted before they happen, and how instilling a championship mentality in cross-functional teams can lead to increased productivity and continuous improvement that doesn't stop after the initial kaizen event.

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 Thinking was launched in the fall of 1996, just in time for the recession of 1997. It told the story of how American, European, and Japanese firms applied a simple set of principles called 'lean thinking' to survive the recession of 1991 and grow steadily in sales and profits through 1996. Even though the recession of 1997 never happened, companies were starving for information on how to make themselves leaner and more efficient. Now we are dealing with the recession of 2001 and the financial meltdown of 2002. So what happened to the exemplar firms profiled in *Lean Thinking*? In the new fully revised edition of this bestselling book those pioneering lean thinkers are brought up to date. Authors James Womack and Daniel Jones offer new guidelines for lean thinking firms and bring their groundbreaking practices to a brand new generation of companies that are looking to stay one step ahead of the competition.

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.

For companies to be competitive, leaders must engage people at all levels in order to focus their energy and enable them to apply lean principles to everything they do. Strategy deployment, called hoshin kanri by Toyota, has proven to be the most effective process for meeting this ongoing challenge. In his new book *Getting the Right Things Done*, author and LEI faculty member Pascal Dennis outlines the nuts and bolts of strategy deployment, answering two tough questions that ultimately can make or break a company's lean transformation: * What kind of planning system is required to inspire meaningful company-wide continuous improvement? * How might we change existing mental models that do not support a culture of continuous improvement? *Getting the Right Things Done* demonstrates how strategy deployment can help leaders harness the full power of Lean. Organization leaders at all levels and the management teams who are responsible for strategy deployment will find this book especially insightful. It tells the story of a fictional (yet very real) midsized company, Atlas Industries that needs to dramatically improve to compete with emerging rivals and meet new customer demands. *Getting the Right Things Done* chronicles the journey of the company and its President/COO, an experienced lean leader who was hired five years ago to steer Atlas in the right direction. While Atlas had already applied some basic lean principles, it had not really connected the people and business processes so that the company could dramatically improve. Atlas' challenge: "Something was missing: a way of focusing and aligning the efforts of good people, and a delivery system, something that would direct the tools to the right places." Enter strategy deployment. The book is designed to provide readers with a framework for understanding the key components of strategy deployment: agreeing on the company's "True North," working within the PDCA cycle, getting conse

Changing an organization from a mass manufacturing environment to a lean environment is significant and affects all levels of the company if the implementation is done correctly. Many times, however, lean implementers become so involved with the nuts and bolts of lean implementation that the "people" side of the business is neglected. Transform your HR Department into an Agent of Change during Lean Implementation. With an HR perspective, veteran consultants Chris Harris and Rick Harris walk readers through a simple, step-by-step proven method for transforming a mass production workforce into a lean thinking one that possesses the necessary skills, training, and attitude to march in a new direction. They explain the role of human resources in a lean-oriented facility, emphasizing systematic training that continues for all employees. They also discuss the value of promoting employees from within a facility to team leader and group leader positions, and the importance of flexibility. This critically acclaimed book includes sample training sessions with explanations. Most of us are now far enough down the path in lean production to realize that the results lie in the details. This short volume presents all of the details you will need to create a frontline workforce and system of direct supervision that can effectively plan, do, reflect, and adjust, as you move your own operations steadily ahead. --James Womack, Chairman, Lean Enterprise Institute Updated with new information, illustrations, and leadership tools, *Leading the Lean Enterprise*

Transformation, Second Edition describes how the metrics used by Toyota drive every line item in a financial statement in the right direction. Rather than focus on Lean tools and principles, the new edition of this bestselling reference focuses on what may be the least understood and most critical aspect of a Lean transformation: the building of a Lean culture. In addition to new appendices with background information and insightful stories on Lean leadership and implementation, it includes new information on tactical organization practices, strategy deployment, and Lean culture. An inductee to IndustryWeek's Hall of Fame, George Koenigsaecker illustrates successful strategies and valuable lessons learned with case histories of U.S. leaders who have been instrumental in bringing Lean to the forefront. He explains the use of value stream analysis at the leadership level and describes how to structure kaizen events that can improve the value stream. Organized in the chronological sequence that a leader embarking on a Lean journey would experience, the book discusses the methods used by the author during the Hon Company's successful Lean conversion, which doubled productivity, tripled revenues, and led IndustryWeek to recognize Hon as one of the "World's 100 Best Managed Firms." The book not only introduces powerful leadership tools—including strategy deployment, transformation value stream analysis, and transformation plan of care—but also arms potential change agents with the soft skills needed to define, develop, and communicate their vision. Detailing the steps required to sustain improvements, it supplies time-tested guidance for effective leadership throughout a Lean transformation in any organization.

The Barn Door Is Open: Frameworks and Tools for Success and Fulfillment in the Workplace is a business book, a playful and humorous read, an intelligent metaphorical and philosophical tale anchored in the tools and techniques of innovative and proven management frameworks. Readers will not only find its teachings entertaining and inspirational, but will benefit from its lessons and tools by applying them to their personal lives. This book integrates the subjects and tools of Lean and Lean Transformation, mindfulness, conflict resolution, Theory of Constraints, project management, Agile, Six Sigma, change management, and corporate culture transformation into one easily digestible reference.

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