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Winner of the Axiom Business Book Award Silver Medal - Operations Management and Shingo Research and Professional Publication Award! Your healthcare organization cannot afford to waste time, money, or resources on an improper Lean implementation. You want to create a culture of continuous improvement, not a regime of tools that address problem areas but have short-lived results. Lean Done Right: Achieve and Maintain Reform in Your Healthcare Organization provides a roadmap for launching a transformative and sustainable Lean initiative. The Lean implementation model focuses on strategically directed action, developing a lean organizational culture, and enhancing the care delivery system. Chapters include: Death by Kaizen Event A Lean Implementation Model Strategically Directed Action The Culture-Creating Path Implement the Value Stream Work Plan The System-Creating Path Instructor Resources: PowerPoint slides of the exhibits from selected chapters.

This book deals with a hospital's struggle to secure and maintain financial stability. In the story, the leadership team of a fictional hospital adopts the tools and principles associated with the Toyota Production System or Lean. The story takes the reader through leadership's arduous journey from rejecting the methodology to embracing it, to successful implementation. This book is important because many of our nation's hospitals are besieged with financial difficulties with declining reimbursement and the public is losing confidence in our hospital's ability to provide quality care without error. Lean can provide relief from these issues but only if it is properly implemented.

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

Service industries have traditionally lagged manufacturing in adoption of quality management strategies and Six Sigma is no exception. While there are a growing number of books on applying the hot topics of Six Sigma and Lean Manufacturing concepts in a manufacturing environment, there has not been a mainstream book that applies these techniques in a service environment, until now. Transactional Six Sigma and Lean Servicing™: Leveraging Manufacturing Concepts to Achieve World Class Service is a ground breaking "how-to" book that serves as a practical guide for implementing Six Sigma and Lean Manufacturing methods in a transactional service oriented environment. It uses real case studies and examples to show how Six Sigma and Lean Servicing™ techniques have been implemented and proven effective in achieving substantial documented results. Lean Servicing™ is the author's own term used to describe the application of Lean Manufacturing concepts to transactional and service processes. Liberal use of examples, graphics, and tables will assist you in grasping the difficult concepts. Transactional Six Sigma and Lean Servicing™ covers both theory and practical application of Lean Servicing™, Six Sigma DMAIC and Six Sigma DFSS concepts and methods so you can implement them effectively in your service organization and achieve reduced costs and a new level of service excellence.

What company doesn't want energized workers, delighted customers, genuine efficiency, and breakthrough innovation? The Lean Mindset shows how lean companies really work – and how a lean mindset is the key to creating stunning products and delivering amazing services. Through cutting-edge research and case studies from leading organizations, including Spotify, Ericsson, Intuit, GE Healthcare, Pixar, CareerBuilder, and Intel, you'll discover proven patterns for developing that mindset. You'll see how to cultivate product teams that act like successful startups, create the kind of efficiency that attracts customers, and leverage the talents of bright, creative people. The Poppendiecks weave lean principles throughout this book, just as those principles must be woven throughout the fabric of your truly lean organization. Learn How To Start with an inspiring purpose, and overcome the curse of short-term thinking Energize teams by providing well-framed challenges, larger purposes, and a direct line of sight between their work and the achievement of those purposes Delight customers by gaining unprecedented insight

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into their real needs, and building products and services that fully anticipate those needs. Achieve authentic, sustainable efficiency without layoffs, rock-bottom cost focus, or totalitarian work systems. Develop breakthrough innovations by moving beyond predictability to experimentation, beyond globalization to decentralization, beyond productivity to impact. Lean approaches to software development have moved from novelty to widespread use, in large part due to the principles taught by Mary and Tom Poppendieck in their pioneering books. Now, in *The Lean Mindset*, the Poppendiecks take the next step, looking at a company where multidiscipline teams are expected to ask the right questions, solve the right problems, and deliver solutions that customers love.

The missing manual on how to apply Lean Startup to build products that customers love. *The Lean Product Playbook* is a practical guide to building products that customers love. Whether you work at a startup or a large, established company, we all know that building great products is hard. Most new products fail. This book helps improve your chances of building successful products through clear, step-by-step guidance and advice. The Lean Startup movement has contributed new and valuable ideas about product development and has generated lots of excitement. However, many companies have yet to successfully adopt Lean thinking. Despite their enthusiasm and familiarity with the high-level concepts, many teams run into challenges trying to adopt Lean because they feel like they lack specific guidance on what exactly they should be doing. If you are interested in Lean Startup principles and want to apply them to develop winning products, this book is for you. This book describes the Lean Product Process: a repeatable, easy-to-follow methodology for iterating your way to product-market fit. It walks you through how to: Determine your target customers Identify underserved customer needs Create a winning product strategy Decide on your Minimum Viable Product (MVP) Design your MVP prototype Test your MVP with customers Iterate rapidly to achieve product-market fit. This book was written by entrepreneur and Lean product expert Dan Olsen whose experience spans product management, UX design, coding, analytics, and marketing across a variety of products. As a hands-on consultant, he refined and applied the advice in this book as he helped many companies improve their product process and build great products. His clients include Facebook, Box, Hightail, Epocrates, and Medallia. Entrepreneurs, executives, product managers, designers, developers, marketers, analysts and anyone who is passionate about building great products will find *The Lean Product Playbook* an indispensable, hands-on resource.

Most organizations are engaged in change efforts—often focused solely on eliminating waste in specific departments or "silos." That's the "lean paradigm," and while it's a good place to start, enterprise transformation goes much further. It begins with the big picture: What are the strategic objectives? How is the enterprise performing against those objectives? How should it be? Who are the stakeholders and what do they value? Then it moves forward toward an audacious vision of the enterprise's future. Based on years of research and implementation, *Beyond the Lean Revolution* provides a roadmap for achieving sustainable, bottom-line results, delivering value to stakeholders, and reaching that future vision. Filled with illuminating examples, the book moves well beyond traditional lean thinking, showing readers how to: Ensure senior leadership commitment * Assess the enterprise's current state * Analyze stakeholder values * Develop a future vision * Create a plan for transformation. From inception to implementation and beyond, this book provides a holistic framework for bridging the gap from mere change ... to genuine transformation.

"On Time-In Full" is an important work. Tim McLean provides an easy to follow practical approach to building a highly performing supply chain" -Drew Locher, Shingo Prize Winning Author and Lean Thinker. The most fundamental requirement for a manufacturing or distribution business is to deliver to customers what they want, in the quantity they want, when they want it. It doesn't matter how good your product is, how much the customer likes your salesperson, how slick your marketing campaign is: If your customers can't get what they want when they want it, they will get it elsewhere, and your business will be in serious trouble. *On Time in Full: Achieving Perfect Delivery with Lean Thinking in Purchasing, Supply Chain and Production Planning* is a step-by-step practical guide to designing a Lean Supply Chain that will deliver what your customers need, when they need it, every time. Timothy McLean shares his three decades of Lean supply chain experience -- In simple straightforward language, he explores the reasons why supply chains fail to deliver and what you can do about it. *On Time In Full* includes practical guidance for tackling the big issues affecting supply chains including: How to understand your extended supply chain with a value stream map The role of forecasting in your supply chain and how to get a meaningful forecast Calculating the right level of inventory for your business Scheduling daily production to meet demand Managing suppliers and your supply chain at home and internationally Selecting and making the best use out of an ERP system Designing an efficient distribution network. The book is full of practical case studies and examples as well as references for further study. *On Time, In Full* is the complete guide to setting up a supply chain that works.

Virginia Mason Medical Center (VMMC) was one of the first health care organizations to implement Lean and its methodologies. Other organizations have followed VMMC's lead, but this world class organization still leads in the utilization of innovative Lean tools. *Accelerating Health Care Transformation with Lean and Innovation: The Virginia Mason Experience* describes how VMMC has systematically integrated innovative structures, methods, and cultural practices into its implementation of Lean. Describing how your organization can create a strategy and build a culture of innovation and learning, it supplies concrete examples that show—not just conceptually, but through VMMC's actual experiences—how Lean and innovation can work hand-in-hand to incrementally improve and radically transform your value streams. Explaining how to use the voices and experiences of patients and their families to drive improvement and innovation in new directions, the book supplies a clear understanding of how Lean can help you achieve your goals in today's increasingly demanding marketplace.

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