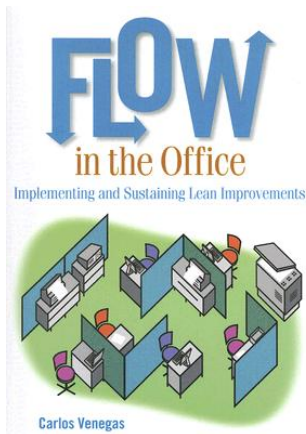


Flow in the Office



Lean is best known for its application in the world of production. There are innumerable success stories of lean transformations and their very visual results. But how do you take the same lean principles that have been so successful with the physical processes on the shop floor and apply them in the transactional world of office processes?

This is an excellent book to help you transition lean principles into your front office. The author Carlos Venegas builds off of your shop floor experience with Waste Reduction, 5S, Visual Management, Continuous Flow, Mistake Proofing and many other Lean Concepts.

He starts each concept from the shop floor perspective and transitions them one by one into their office equivalent. I love this approach that keeps things familiar for production facilities.

“Flow in the Office” is an entry level look at Lean office processes. If you are thinking about moving lean into your front office this book is a good place to start. The techniques Carlos discusses will work especially well on office processes with short cycle times, high repeatability and high demand. Entering orders, paying invoices, and processing change notices are examples of business processes that are a good fit for this approach.

(Note: For those companies that are exclusively in service industries you might find all of the shop floor references difficult to associate with. Keep in mind the Lean principles Carlos discusses still apply but don't recommend this book for wide spread sharing within your organization.)

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