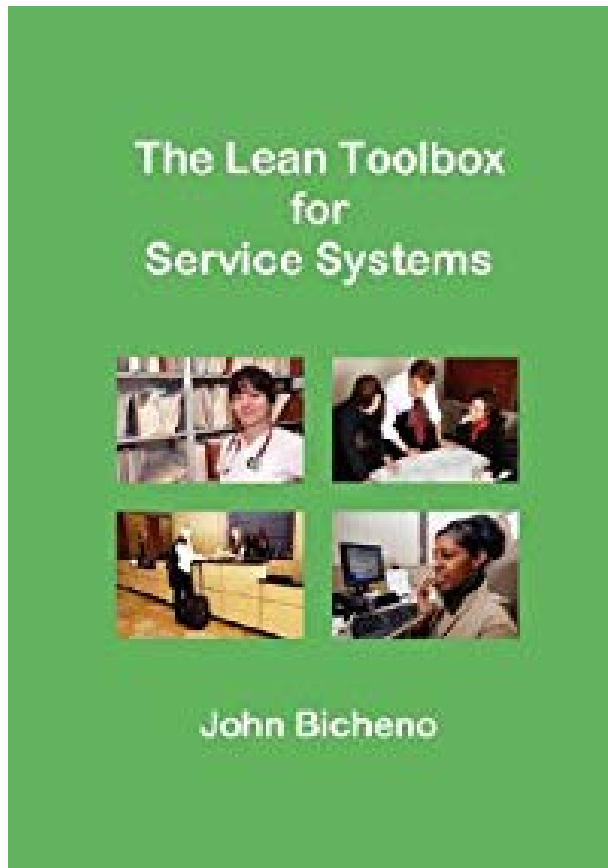


The Lean Toolbox for Service Systems



Pages:	304
Language	English
Author:	John Bicheno
ISBN10:	0954124448
Genre:	Uncategorized
ISBN13:	9780954124441
Goodreads Rating:	3.05
Published:	January 10th 2008 by Piesie Books

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[The Lean Toolbox for Service Systems.epub](#)

The Lean Toolbox for Service Systems is the first book that attempts to assemble a comprehensive set of tools for lean service and administration. Other publications have dealt with only a segment of the tools or a segment of the range of service systems. The book is a result of several years' work in Lean Service at the Lean Enterprise Research Centre, Cardiff Business School, and the service management programme at the University of Buckingham. All material in the book has been 'field tested' by exposure to service professionals and executive programmes. A feature of the book is that it integrates several approaches rather than advocating a particular approach. Attention is given to general Lean service concepts and frameworks, to mapping and understanding different types of service system, and to a range of tools that have been found to be useful in a variety of service environments.