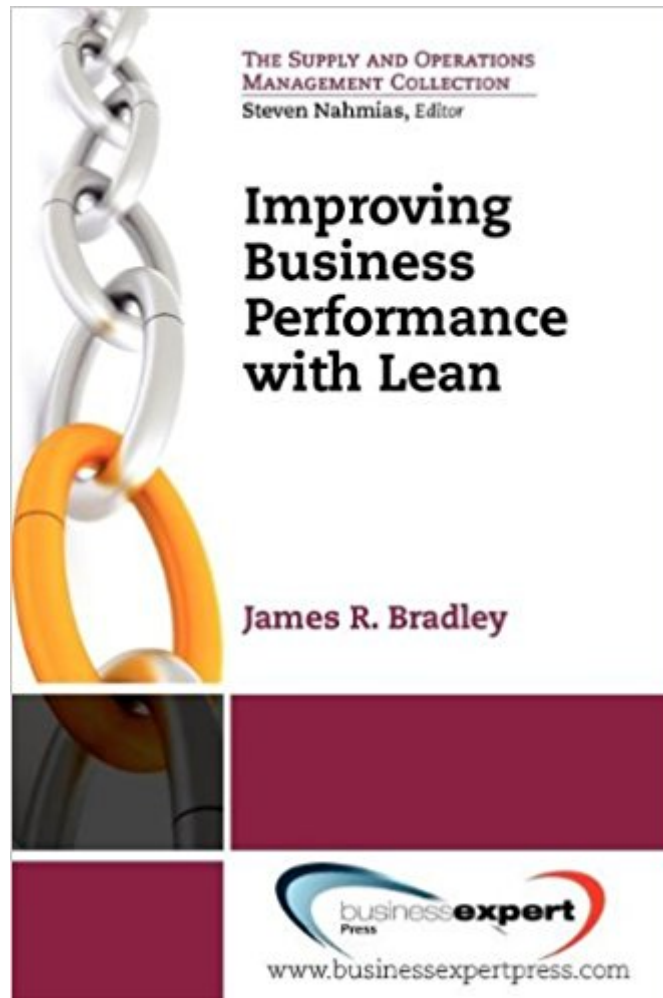




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# Improving Business Performance With Lean



## Synopsis

This textbook is a concise introduction to the essential concepts and tools used in the 'Lean' method of improving business processes; it constitutes a sufficient 'toolkit' to enable a reader to successfully improve business processes in their workplace. While Lean was first applied in manufacturing, arguably evolving out of the Toyota Production System, it is now applied widely to service and administrative processes as well. Lean, in comparison with other business improvement processes such as Six Sigma, relies on intuitive concepts rather than complex mathematics. Thus, a short, non-technical, understandable, and engaging text can successfully convey the essential principles of Lean and empower the reader. Besides describing the concepts of Lean, plentiful examples and brief case studies illustrate the application of Lean in different contexts including manufacturing, healthcare, food service, administrative processes, distribution, and retail. Besides giving a clear idea of how to apply Lean in various contexts, the examples illustrate which Lean tools are most appropriate in the various contexts. This book focuses on 'how' to do Lean in terms of what the Lean tools are and how to apply them. What this book is not is an in-depth coverage of other organizational issues associated with the successful implementation of Lean. Because these issues are important, very brief coverage is included in the Section/Chapter entitled 'Other Considerations in Lean.' Each subsection in this chapter would be extremely brief and would outline the relevant issues, but in no way would thoroughly discuss these topics. References would be included here for those readers who wish to pursue future study in this area.

## Book Information

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## Customer Reviews

Williamsburg, VA; Hays T. Watkins Professor, Mason School of Business; College of William and Mary

This book was required for a business school class on lean processes. It is written like a cliff notes version of Lean Processes for Dummies. In other words, it lacks substance, cohesiveness, and depth, while having virtually no educational value. If you have a class requiring this textbook, you are better off saving your money (because it has absolutely no resale value) and listening to your professor, who shouldn't have assigned this text in the first place.

I have used this book when teaching a first-course on Lean for MBA students. It would also be suitable for an undergraduate course on Lean. The reason I chose this book is because it is written for the practitioner and assumes no prior Lean knowledge, but it quickly elevates the baseline of the students. The book is split into three key sections: Basics of Lean, Lean Tools, and Implementing Lean. Professor Bradley (the author) having basically two careers - one as a practitioner in the automotive industry and now as an academic - is able to present the concepts well to a practitioner audience. He uses relevant examples, little theory, and succinct writing to make this book a valuable resource for those new to Lean. From my perspective as an instructor, it is also nice that this book comes with a variety of online (Kindle access, University Library access, etc.) and in print. I recommend it as a textbook or as a book to have on the shelf for a Lean practitioner.

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