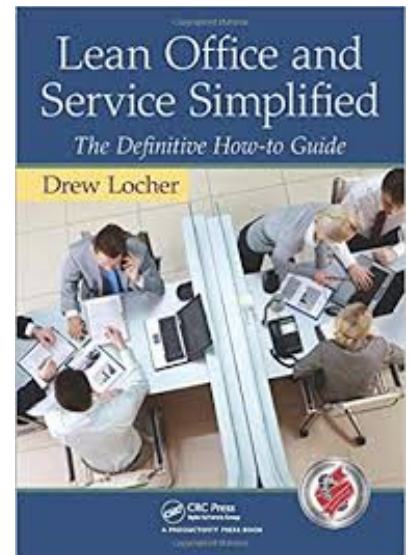


Lean Office & Service Simplified

The Definitive How-To Guide

BOOK CLUB QUESTIONS

1. What are the most challenging obstacles to applying Lean Thinking in Office and Service environments?
2. How does Standardized Work apply to the more variable office and service environments?
3. How can Visual Management help when the work is done in a computer?
4. What applications for Pull systems can we think of in an office? Service?
5. What examples of Mistake Proofing devices can we think of for office or service?
6. How is 'Go See' (gemba walks) different for leaders in Office & Service?
7. What might department leaders cover in a daily huddle with team members in Purchasing, Accounting, Human Resources, and the like?



We would like to hear from you about how your book club works, the value to your team learning, and what you plan to read next.

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