Media Contact
Chet Marchwinski
cmarchwinski@lean.org
617 871-2930

IMMEDIATE RELEASE

New Value-Stream Improvement Kit Applies Lean Principles to Service and Administrative Processes

Cambridge, Mass., June 26 -- The nonprofit Lean Enterprise Institute (LEI) today released a new comprehensive training kit for planning and implementing value-stream improvement projects in service, professional, and administrative processes, using Value-Stream Mapping (VSM). VSM was first introduced in LEI's best selling workbook, "Learning to See" in 1999.

"Mapping to See: A Value Stream Improvement Kit for the Office and Services" is on sale now at the LEI web site at www.lean.org, click "Store," or call (617) 871-2900.

The kit is the product of four years of research and testing by a team of seven expert developers/trainers who successfully applied lean principles and Value-Stream Mapping to hundreds of service, professional, and administrative processes. These lean principles, which evolved from the innovative and highly successful Toyota Production System, form the foundation of a complete business system for organizing and managing product development, operations, suppliers, and customer relations. It uses less human effort, less space, less capital, less material, and less time than previous business systems to deliver high-quality products and services.

The "Mapping to See" kit contains all the materials and information that an experienced facilitator needs for teaching a team how to apply lean principles and value-stream mapping to any business process (such as engineering, sales, finance, purchasing, and human resources) or any service (such as hospitals, physician practices, financial services, and government administration). All case studies and examples are drawn from service and administrative value streams.

Kit materials walk any team or class through every phase of a value-stream improvement project. Highly interactive session designs and materials provide first-hand experience in planning and scoping the project, drawing current and future-state maps, and successfully implementing and tracking the future-state improvements.

"Mapping to See" builds on the success of LEI's "Training to See: A Value-Stream Mapping Kit" (2000) that has been used by companies in over 20 countries to train thousands of managers and associates in VSM. "Mapping to See" uses many of the same proven approaches, but focuses exclusively on administrative and/or service improvement projects, while "Training to See" has been used primarily in manufacturing organizations.

Kit Materials
-- Thorough 400-page facilitator's guide that includes everything an instructor/facilitator needs
to plan and deliver the training necessary for a value-stream improvement project, including:
>   -Step-by-step training delivery instructions.
>   -Key learning points.
>   -Optional scripted comments.
>   -Quality visuals/slides.
>   -Extra graphics for customized presentations.
>   -Supplementary trainer case study materials.

-- Instructional CD that includes all of the PowerPoint slides used in every phase of the project
and workshop.
-- Set of 20 Participant Guides (170 pages) that include all of the workshop visuals/slides,
handouts, and worksheets. Additional Participant Guides may be purchased. Minimum order of
10.
-- 19-minute DVD with Jim Womack, founder and chairman of LEI, and Guy Parsons, kit
development team, giving an overview of the improvement process with invaluable tips.
-- Set of 50 11 x 17 blank value-stream mapping sheets.
-- Roll of 40 static-cling Presentation Sheets that turn any wall or flat surface into a white board.
-- Starter Lean Library of "Lean Thinking," "Lean Solutions," and the "Lean Lexicon, a
graphical glossary for Lean Thinkers."
-- Generously sized and rugged carrying bag that holds the entire kit, with room for additional
supplies.

"Mapping to See: A Value Stream Improvement Kit for the Office and Services"
Publisher: Lean Enterprise Institute
Author: John Shook/et al
Publication Date: June 20, 2007
List Price: $3,500.00
Discount: 20% discount for 10 or more copies
ISBN # 0-1234567-8-9

About the Lean Enterprise Institute
Based in Cambridge, MA, the Lean Enterprise Institute is a 501(c)(3) nonprofit education,
publication, conferencing, and research center founded in 1997 by James P. Womack, Ph.D. LEI
helps organizations transform themselves into lean enterprises. Its workshops and workbooks
teach lean tools like value-stream mapping, lean logistics, and pull systems. Its management
seminars and books help managers develop the leadership behaviors that sustain lean enterprises.
Its conferences showcase firms making lean breakthroughs. And its Lean Enterprise Partners
research program with a small number of enterprises tests new approaches to lean management.
For more information visit LEI at http://www.lean.org.