



## Operational Excellence in Your Office: A Guide to Achieving Autonomous Value Stream Flow with Lean Techniques

By Kevin J. Duggan, Tim Healey

Taylor & Francis Inc. Paperback. Book Condition: new. BRAND NEW, Operational Excellence in Your Office: A Guide to Achieving Autonomous Value Stream Flow with Lean Techniques, Kevin J. Duggan, Tim Healey, This book presents nine guidelines for creating flow in any office environment. Each chapter describes one guideline using text, illustrations, and diagrams to provide an understanding of why creating flow in the office is essential and how to achieve it. Accounting for the reality that most office employees are required to work on many different things throughout the day, the book details a step-by-step methodology for leveraging traditional value stream flow to create Operational Excellence. It also describes "self-healing" flow, where employees are capable of identifying and fixing flow problems without management intervention.



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