



iLean - 21st Century Lean - Today's Improvement Methodologies for Increasing Office Productivity

Vlado Baban, Don Tapping, Joe Buys

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iLean's content will provide actual case studies, application examples, and working macros that have proven successful in improving information flow in all types of environments. iLean was arranged in a format that should provide you with enough detailed guidance (step-by-step instructions) to apply a similar-type Lean practice to your work process. Starting with Chapter 3, each chapter begins with a section titled Is this you? which was specifically designed to assist you in determining if that chapter has immediate relevancy to your current work challenges. Subsequently, it is suggested that a formal standard improvement methodology, Six Sigma's Design-Measure-Analyze-Improve-Control (D-M-A-I-C), Edward Deming's Plan-Do-Check-Act (PDCA) or some other similar methodology be used if a formal structure is required and/or more statistical analysis needs is required. However, many of the concepts and tools presented throughout this book can be implemented by an individual worker and, therefore, will not require a formal process (other than good project management skills). Microsoft's Office suite of products of Word, Excel, and Outlook, as well as Open Source applications of vTiger, Google Docs, and Huddle, are referenced throughout this book to provide an overall understanding of how Lean can be used to move information faster and more accurately than ever before. In doing so, you will be able to reduce inter-office dependencies, delays, and errors that may be present in your current business processes.

The chapters are organized as follows: Overview of Lean, Electronic Waste, 5S - File and Folder Organization, Data Collection and Presentation, Problem Solving and Data Organization, Workflow and Quality, Productivity, Desktop Kaizen, and Today's Workforce. The Appendix contains a full Lean Desktop Application Assessment.

iLean is meant to assist managers and supervisors to more fully understand the benefits of Lean and how it can provide insightful solutions to day-to-day business issues, as well as serve as an improvement guide for the front-line worker when dealing with data and information flow. This is a must for doing business in the 21st century!

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