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The Lean Toolbox for Service Systems is the first book that attempts to assemble a comprehensive set of tools for lean service and administration. Other publications have dealt with only a segment of the tools or a segment of the range of service systems. The book is a result of several years' work in Lean Service at the Lean Enterprise Research Centre, Cardiff Business School, and the service management programme at the University of Buckingham.

The Lean Toolbox for Service Systems: Amazon.co.uk: John ...

The Lean Toolbox for Service Systems. Bicheno J. Buckingham.: Picsie Books, 2008. — 1 edition — 304 p. — ISBN-10 0954124448. The Lean

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In service a skilled and flexible workforce is the way to deal with variety, not standardisation of the customer experience !. Many lean service tools and techniques are presented in the book. It is a toolbox of different approaches for different circumstances, rather than a narrative of a single "best" method.

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It also builds on the best-selling The New Lean Toolbox by John Bicheno but of course takes service viewpoint. All material in the book has been field-tested by exposure to service professional and executive programmes. 'Service' here includes office support systems for lean manufacturing, the full spectrum of activities from transactional office systems, customer intensive systems such as hotels, government and professional service systems such as a solicitor's practice or health services.

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Lean services is the application of lean manufacturing production methods in the service industry (and related method adaptations). Lean services have among others been applied to US health care providers and the UK HMRC.

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Lean services - Wikipedia

Many lean service tools and techniques are presented in the book. It is a toolbox of different approaches for different circumstances, rather than a narrative of a single "best" method. The book does have some weaknesses - for me these are in its discussion of customer value, and performance measures for service.

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The Service Systems Toolbox: Integrating Lean Thinking, Systems Thinking and Design Thinking (Buckingham: PICSIE Books, 2012). 341 pp. ISBN: 978-0-9568307-0-8. Brophy, A. & J. Bicheno , Innovative Lean: A Guide (Buckingham: PICSIE Books, 2010). 230 pp. ISBN : 978-0-9541244-8-9.

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