

Lean for the Office

Cashing in on the Cash Cow

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Many manufacturing businesses have launched improvement efforts and been very successful at improving the operations side of their businesses. 30% productivity gains, 40% reductions in operating costs along with significant (50 %+) reductions in inventory are not unusual.

Few, however, have even thought about the white-collar side of their enterprises. Even fewer have considered the application of Lean techniques in non-manufacturing environments like banks, insurance companies, diagnostic laboratories, etc. In many such businesses there is as much opportunity for waste reduction, process improvement and significant bottom line impact as there ever was in factories.

The objective of this presentation is to demonstrate how to identify opportunities for significant bottom line improvement, redesign those processes that contain the most waste and streamline those processes that contain regulated non-value added activities. Lean Office focuses on total employee involvement through team building, process redesign and problem solving techniques.

You will learn:

- How to provide your employees with a “tool box” of Lean skills.
- How to identify waste in the office.
- How to create and support a new culture of innovation, creativity and involvement.
- How measurements drive behavior that insures continuous improvement.