



The Complete Lean Enterprise: Value Stream Mapping for Administrative and Office Processes

By Beau Keyte, Drew A. Locher

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"Winner of the 2005 Shingo Prize for Excellence in Manufacturing Research"

Most lean initiatives conducted by manufacturers are focused mostly on shop-floor activities — mapping the value stream of raw material to the shop-floor customer. Much of the untapped potential for productivity improvements lies, however, in non-production areas — where the value stream is administrative (i.e., "order to cash"). These "office" value streams directly support the daily production needs of an enterprise.

Beau Keyte and Drew Locher's new book, **The Complete Lean Enterprise: Value Stream Mapping for Administrative and Office Processes**, offers a step-by-step approach to applying lean initiatives to the administrative and office environment. It's a must read for leaders looking to improve their production support activities within their order-to-cash value stream. **The Complete Lean Enterprise** is a valuable tool in applying value stream mapping (VSM) to non-production areas, identifying office wastes, establishing performance metrics, speeding up administrative workflow, and improving office efficiency.

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The Complete Lean Enterprise: Value Stream Mapping for Administrative and Office Processes By Beau Keyte, Drew A. Locher Bibliography

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Editorial Review

Review

"...a strategic lean tool that connects the value stream management of manufacturing processes to the rest of the enterprise!" -- *Ron Fardell, Director of Lean, Textron, Inc.*

"...it deserves a spot next to Learning to See." -- *Peter Ward, Professor of Operations Management, Fisher College of Business, Ohio State University*

"...the next generation of waste identification and elimination is in the business support functions." -- *Dr. Ross E. Robson, Executive Director, Shingo Prize for Excellence in Manufacturing, Utah State University*

"The Complete Lean Enterprise is an excellent tool to guide the enterprising manager to a new lean process solution." -- *Kent Sears, Vice President, Manufacturing Processes and Lean Implementation, General Motors Corporation*

"...Their method is practical, pragmatic and can easily be transferred to others. ... This is the Rosetta stone for VSM." -- *Tom Berghan, Manager, Lean Systems, Esterline Korry*

From the Publisher

"Winner of the 2005 Shingo Prize for Excellence in Manufacturing Research"

Users Review

From reader reviews:

Pam Wright:

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their proficiency in writing, they also doing some exploration before they write to their book. One of them is this *The Complete Lean Enterprise: Value Stream Mapping for Administrative and Office Processes*.

Kenneth Roland:

The Complete Lean Enterprise: Value Stream Mapping for Administrative and Office Processes can be one of your beginner books that are good idea. Many of us recommend that straight away because this publication has good vocabulary that will increase your knowledge in vocab, easy to understand, bit entertaining but still delivering the information. The copy writer giving his/her effort to set every word into pleasure arrangement in writing *The Complete Lean Enterprise: Value Stream Mapping for Administrative and Office Processes* yet doesn't forget the main position, giving the reader the hottest and also based confirm resource facts that maybe you can be certainly one of it. This great information may drawn you into brand-new stage of crucial imagining.

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