



Flow in the Office: Implementing and Sustaining Lean Improvements

By Carlos Venegas

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For many years, lean initiatives have generated staggering improvements on the shop floor. Currently, however, many managers and business leaders want these lean benefits incorporated into non-traditional environments such as service and transactions. This book shows you how to efficiently translate and transition lean manufacturing principles into the office.

In **Flow in the Office**, Carlos Venegas confirms that the competitive advantage will go to those who manage information and knowledge most effectively and efficiently. It is not enough to be a lean manufacturer - you need to be a lean business, and that includes your back office, your front office, and your corner office.

The author translates the language of *Lean Manufacturing* into the language of *Lean Office Flow*, bringing bits, bytes, and conversations into the concrete world of process improvement.

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Editorial Review

Review

*Whether readers are interested in a specific topic, say kaizen, or have committed themselves to launching Lean in their workplaces, they will discover useful nuggets in **Flow in the Office** that will help them combine their current thinking with the possibilities of what Lean can do for their businesses.*

--Sir Read A Lot, December 2007

Users Review

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