

Transactional Lean: Preparing for the Digitalization Era: A Systematic Approach to Industrialize Office Processes

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Abstrak

This book goes beyond searching for Muda by Gemba walk; the aim is to industrialize the office environment in view of the new digitalization challenge by applying the same principles of Lean industry. Whereas the basic process theory remains valid, the Lean tools have to be adapted and transposed to the office characteristics where not machines but employees are at the center of the transactions. Here, a new, already successfully applied, integrated, industry-derived, and systematic approach is presented. It will not only boost office effectiveness and productivity as well as shortening lead-time of office routines far beyond simple Muda elimination, but it will also prepare the processes in view of the upcoming digitalization era.