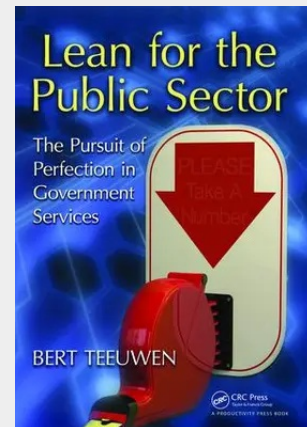


Teeuwen

Lean for the Public Sector

The Pursuit of Perfection in Government Services

Packed with international case examples and clearly delineating principles as they apply to public sector organizations, Lean for the Public Sector: The Pursuit of Perfection in Government Services demonstrates that Lean in the public sector is neither rocket science nor a typical profit-driven improvement program. The book begins with coverage of the basic philosophy of Lean before detailing specific methods for improving processes in the public sector. It addresses concerns specific to the public sector environment and considers the role of the citizen, not only as customer, but as a voter, taxpayer, and community participant. The author provides a clear explanation of methods such as 5S, kaizen, standardization techniques, and Value Stream Mapping shaped to Lean Government. His approach provides a reality-based view of value-added services and waste in the public sector. Written specifically to address the application of Lean practices in government and the public sector, this how-to workbook gives you the wherewithal to combat the 'We don't make widgets' mentality. Providing the tools to manage the entire Lean transformation process, the book helps you immediately integrate the Lean way of thinking and its tools into your improvement program.



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