



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

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Users Review

From reader reviews:

Molly Marquis:

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Clara Demoss:

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