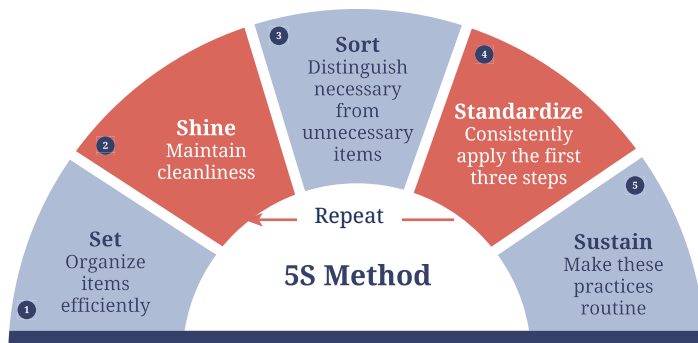


Eliminating Waste in Operations

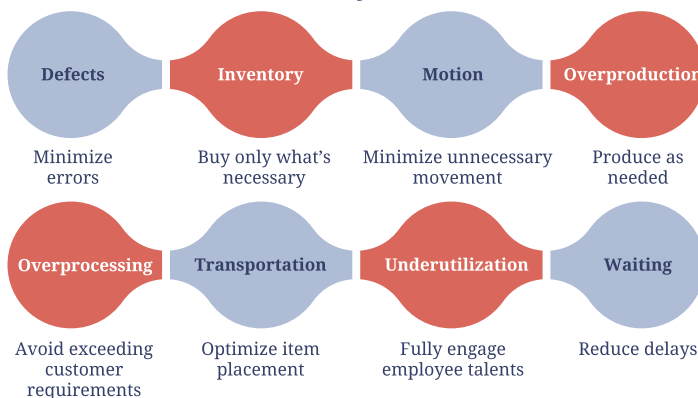
Lean is often misunderstood. It's not about reducing staff or increasing workload, but rather about removing waste from all aspects of an organization, including sales, customer service, accounting, and more. Lean focuses on employee engagement, simplifying processes, and total quality management.

Lean Culture requires a shift in thinking – leveraging Lean tools by themselves will not work. Lean leaders create an atmosphere of learning and problem solving, often identifying problems where none were thought to exist. Lean thinkers respect their employees and the employees' opinions and ideas. Lean evangelists motivate their team and support innovation; they don't repeat the same processes because they have worked well enough for the last 20 years. Lean systems are process-dependent and not people-centered. Effectiveness is key – the right priorities must be in place, readying the execution phase of the process. The goal is to create a collaborative environment focused on efficiency and quality, where employees are empowered to innovate and improve processes. This approach enhances customer satisfaction through consistent, high-quality products and services, and strengthens the company's competitive edge in the marketplace by fostering a responsive, adaptable, and efficient operational model.

We know that by leveraging the Lean strategy and implementing its categories of thought, your businesses will only flourish and grow by leaps and bounds.



Seven Deadly Wastes +1



LEAN CONTINUOUS IMPROVEMENT

LEAN Continuous Improvement Pillars

