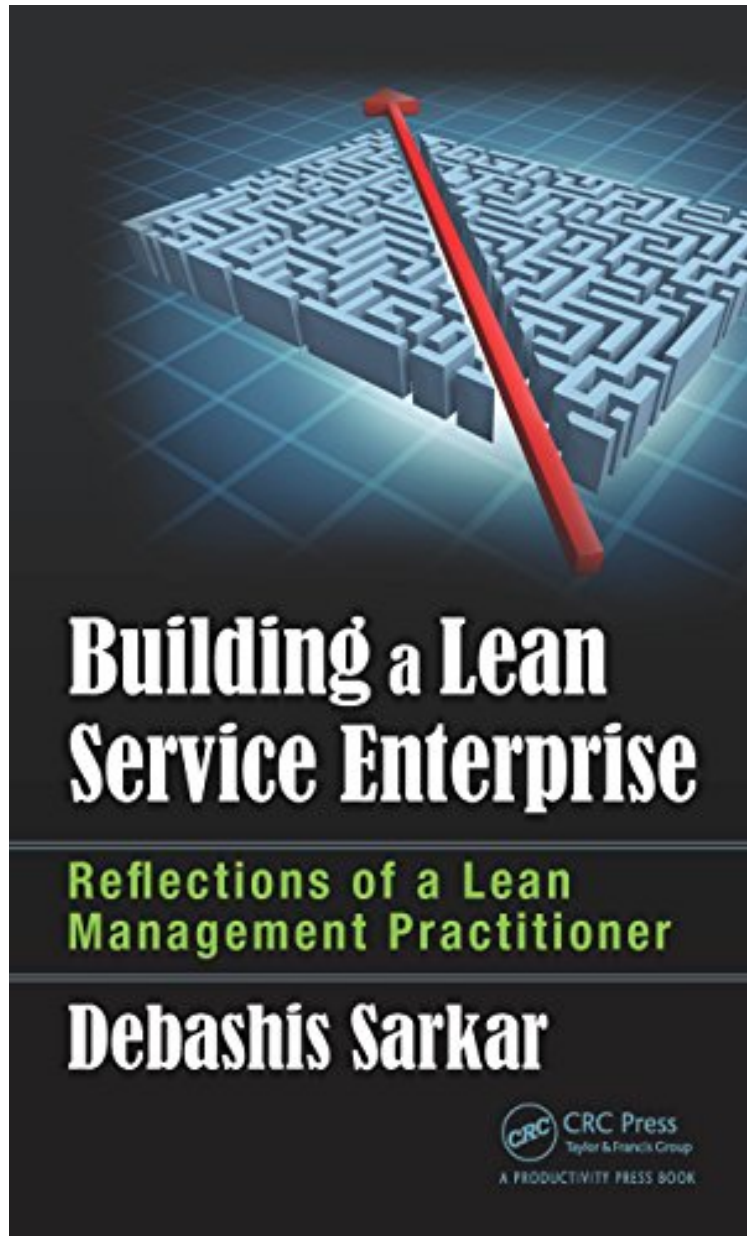


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Building a Lean Service Enterprise: Reflections of a Lean Management Practitioner

Debashis Sarkar

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Enterprise: Reflections of a Lean Management Practitioner:

This book provides an assorted set of reflections/lessons from the "trenches" of Lean service and brings to fore leadership challenges, new tools, and the known-unknowns (insights that very few know but many in journey of Lean transformation need to know). Lean has the ability to address a wide range of problems faced by service companies, such as: complexity reduction, sales force productivity enhancement, operations risk control, cost leadership, combining scale with flexibility, service excellence and improving employee morale and involvement. Many of the principles discussed in the book are based on the author's first-hand experience in Lean implementation.

About the Author Debashis Sarkar is one of the world's leading lights in Lean Management. Over the last decade he has been researching, experimenting and working on how to successfully implement the Lean principles to service companies. He is credited to have proposed and deployed the world's first holistic blueprint for Lean for Service, and he pioneered Asia's first Service Lean deployment in early 2000s. He also designed and implemented the world's first 5S for workplace efficiency in an office setting. Debashis has developed many new tools and techniques for Lean for Service, some of which appear in this book. He is the Founder and Managing Partner of a boutique consulting company Proliferator Advisory Consulting (www.proliferator.net) that enables companies with customer-centricity and lean thinking. His passion for Lean Management can be seen in his eight books and over 70 articles/papers. He has been invited all over the world for workshops and conferences. He was elected as a Fellow of The American Society for Quality and the recipient of the Phil Crosby Medal in 2014. Prior to getting into consulting he held leadership positions in companies such as ICICI Bank, Standard Chartered Bank, Unilever and Coke. To know more about him, please visit the following: www.debashissarkar.com You can also follow him on Twitter: @DebashisSarkar