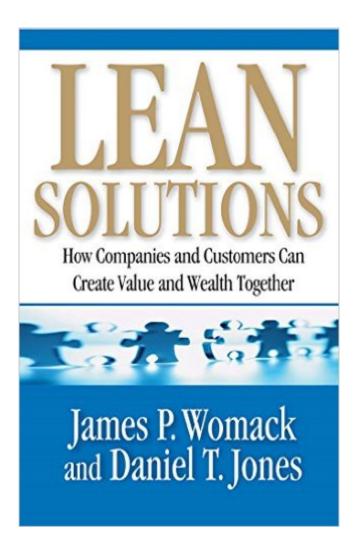
# The book was found

# Lean Solutions: How Companies And Customers Can Create Value And Wealth Together





# **Synopsis**

Womack and Jones deconstruct the broken producer-consumer model and show businesses how to repair it, by providing the full value consumers desire from products without wasting time or effort. Why is it that, when our computers or our cell phones fail to satisfy our needs, virtually every interaction with help lines, support centers, or any organization providing service is marked with wasted time and extra hassle? In their bestselling business classic Lean Thinking, James Womack and Daniel Jones introduced the world to the principles of lean productionâ "principles for eliminating waste during production. Now, in Lean Solutions, the authors establish the groundbreaking principles of lean consumption, showing companies how to eliminate inefficiency during consumption. Lean Solutions is full of surprising success stories: Fujitsu, a leading service company for technology, has transformed the way call centers solve problemsâ "learning how to eliminate the underlying cause of current problems rather than fixing them again and again. An extremely successful car dealership has adopted lean principles to streamline its business, making for dramatically reduced wait time, fewer return trips, and greater satisfaction for customersâ "and a far more lucrative enterprise. Lean Solutions will inspire managers to take the first steps toward perfecting their company's process of giving consumers what they really want.

### **Book Information**

File Size: 1732 KB

Print Length: 368 pages

Publisher: Free Press; Reprint edition (December 1, 2009)

Publication Date: December 1, 2009

Sold by: A Digital Services LLC

Language: English

ASIN: B0034DGOXM

Text-to-Speech: Not enabled

X-Ray: Not Enabled

Word Wise: Enabled Lending: Not Enabled

•

Enhanced Typesetting: Not Enabled

Best Sellers Rank: #663,008 Paid in Kindle Store (See Top 100 Paid in Kindle Store) #123 in Kindle Store > Kindle eBooks > Business & Money > Management & Leadership > Total Quality Management #330 in Kindle Store > Kindle eBooks > Business & Money > Industries > Customer

Relations #461 in Books > Business & Money > Management & Leadership > Quality Control & Management > Total Quality Management

## Customer Reviews

It is desirable but not necessary to have already read Womack and Jones's previously published Lean Thinking before reading this volume. In both, their focus is on "five simple principles" which can guide and inform any organization's efforts to achieve "process brilliance" in its product development, supplier management, customer support, and production processes. The principles are:1. Provide the value actually desired by customers.2. Identify the value stream for each product or service.3. Get and keep each step of the value stream in proper alignment.4. Enable the customer to "pull" rather than "push" maximum value from what you offer.5. Once the value, value stream, flow, and pull are established, "start over from the beginning in an endless search for perfection, the happy situation of perfect value provided with zero waste."In this context, I am reminded of Albert Einstein's emphasis on making everything as simple as possible...but no simpler. Lean initiatives should eliminate "fat" but not "muscle." Decision-makers in many organizations confuse rightsizing with downsizing. In Lean Solutions, Womack and Jones identify what they characterize as "the emerging challenges of consumption" despite the availability of better, cheaper products." And this seems very strange when we stop to consider that satisfying consumption - not just making brilliant products - is the whole point of lean production." In response to challenges such as complicated purchase decisions because "consumers are often drowning in a sea of choices," they explain how to combine truly lean provision with truly lean consumption. In process, Womack and Jones examine dozens of real-world examples of how various organizations have done so.

### Download to continue reading...

LEAN: Lean Tools - 5S (Lean, Lean Manufacturing, Lean Six Sigma, Lean 5S, Lean StartUp, Lean Enterprise) (LEAN BIBLE Book 3) Lean Solutions: How Companies and Customers Can Create Value and Wealth Together Lean Six Sigma: and Lean QuickStart Guides - Lean Six Sigma QuickStart Guide and Lean QuickStart Guide (Lean Six Sigma For Service, Lean Manufacturing) LEAN: Lean Bible - Six Sigma & 5S - 3 Manuscripts + 1 BONUS BOOK (Lean Thinking, Lean Production, Lean Manufacturing, Lean Startup, Kaizen) Lean: QuickStart Guide - The Simplified Beginner's Guide To Lean (Lean, Lean Manufacturing, Lean Six Sigma, Lean Enterprise) Lean Six Sigma: Value Stream Mapping: Simplified Beginner's Guide to Eliminating Waste and Adding Value with Lean (Lean, Six Sigma, Quick Start Beginner's Guide, Quality Control) The Innovative Lean Enterprise: Using the Principles of Lean to Create and Deliver Innovation to Customers Lean Six

Sigma: Value Stream Mapping: Simplified Beginner's Guide to Eliminating Waste and Adding Value with Lean The Lean Turnaround: How Business Leaders Use Lean Principles to Create Value and Transform Their Company The Valuation of Financial Companies: Tools and Techniques to Measure the Value of Banks, Insurance Companies and Other Financial Institutions (The Wiley Finance Series) Going Lean: How the Best Companies Apply Lean Manufacturing Principles The Private Equity Edge: How Private Equity Players and the World's Top Companies Build Value and Wealth Index Funds: Index Funds Investing Guide To Wealth Building Through Index Funds Investing With Index Funds Investing Strategies For Building Wealth Including ... Guide To Wealth Building With Index Funds) Lean Six Sigma: The Ultimate Guide To Lean Six Sigma With Tools For Improving Quality And Speed! (Lean, Six Sigma, Quality Control) Value Proposition Design: How to Create Products and Services Customers Want (Strategyzer) Value Stream Management for the Lean Office: Eight Steps to Planning, Mapping, & Sustaining Lean Improvements in Administrative Areas Lean Enterprise Value: Insights from MIT's Lean Aerospace Initiative Green to Gold: How Smart Companies Use Environmental Strategy to Innovate, Create Value, and Build Competitive Advantage What Customers Want: Using Outcome-Driven Innovation to Create Breakthrough Products and Services: Using Outcome-Driven Innovation to Create Breakthrough Products and Services How to get every Earned Value question right on the PMP® Exam: 50+ PMP® Exam Prep Sample Questions and Solutions on Earned Value Management (EVM) (PMP Exam Prep Simplified) (Volume 1)

<u>Dmca</u>