



## Lean Office Transformation “How-To”

### Drew Locher

Drew began developing and implementing improvement initiatives while working for General Electric in the 1980s. Since leaving GE in 1990, he has helped a variety of industrial and service companies with organizational development and lean implementations.

Drew helped the National Institute of Standards and Technologies' Manufacturing Extension Partnership (MEP) develop a Lean University, providing training to roughly 1,000 MEP field engineers helping small to medium-sized manufacturers throughout the country.

He has helped companies in a wide variety of industries, including healthcare, transportation, distribution, education, financial services, and manufacturing implement lean and organizational redesign.

Drew is the author of *Value Stream Mapping for Lean Development - a How-to Guide to Streamlining Time to Market*. He is co-author of *The Complete Lean Enterprise: value-stream mapping for administrative and office processes*, which received a Shingo Research Prize in 2005. He currently aids companies implementing lean through Change Management Associates.

### Extending Lean to Office and Services

This learning session will review the manner in which lean can be applied to office and service environments. Learn how standard work, value stream management, flow, pull and visual management can all be applied to provide significant results in improved customer service and overall performance. Numerous examples will be provided throughout.

A Q&A session at the end will allow the participants to dive into any specific application questions. Attendees will be better able to apply the concepts upon returning to their organizations.