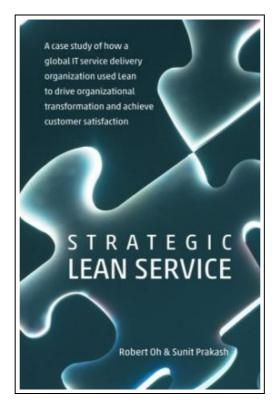
Strategic Lean Service: A Case Study of How a Global It Service Delivery Organization Used Lean to Drive Organizational Transformation and Achieve Customer Satisfaction (Paperback)



Filesize: 4.48 MB

Reviews

Certainly, this is actually the very best job by any author. it was writtern very flawlessly and beneficial. I found out this publication from my dad and i recommended this ebook to discover. (Magali Robel)

STRATEGIC LEAN SERVICE: A CASE STUDY OF HOW A GLOBAL IT SERVICE DELIVERY ORGANIZATION USED LEAN TO DRIVE ORGANIZATIONAL TRANSFORMATION AND ACHIEVE CUSTOMER SATISFACTION (PAPERBACK)



Robert Oh and Sunit Prakash, United States, 2012. Paperback. Condition: New. Language: English. Brand new Book. Strategic Lean Service is a highly readable case study of the groundbreaking use of Lean - conceived and shaped in the manufacturing sector - to transform a global IT service delivery organization. It surveys the course traveled by Baan Customer Service & Support (CS&S) in the early years of the new millennium, at a point when it faced a number of serious problems. Led by Senior Vice-President Ardin Vlot, Baan CS&S analyzed its position with stark honesty and embarked on a campaign of deep, across-the-board transformation in order to establish unprecedented new levels of customer satisfaction. In doing so it also transformed employee engagement levels and work satisfaction, forged improved relationships with its suppliers, and provided a powerful, lifechanging experience for its leaders. Lean was the platform used to drive this transformation. Robert Oh, Vice-President of Baan CS&S Asia-Pacific-Japan (APJ), led CS&S's global strategic improvement project Operation Breeze utilizing Lean. Sunit Prakash, Director of Operations Baan CS&S APJ, was responsible for implementing the benefits of Lean in the APJ region. Together they guide us through the journey CS&S undertook between 2000 and 2003, uncovering for us the major aspects of its transformation. At the end of each chapter they summarize key elements. After showing us their vision of the power and scope of Lean, the authors describe the CS&S organization's situation at the end of 2000. They then introduce us to its new Lean-based strategy, Up To Excellence, devised to turn around the organization's identified problems. Each of the strategy's five supporting 'pillars' (Planning, Tracking and Reporting; Human Capital Development; Process and Performance Improvement; Supplier Management; and Support Infrastructure, Innovation and Technology) is described in some detail, and we discover how each plays its...

Read Strategic Lean Service: A Case Study of How a Global It Service Delivery Organization Used Lean to Drive Organizational Transformation and Achieve Customer Satisfaction (Paperback) Online

Download PDF Strategic Lean Service: A Case Study of How a Global It Service Delivery Organization Used Lean to Drive Organizational Transformation and Achieve Customer Satisfaction (Paperback)

Other PDFs



Reading Aloud Across the Curriculum: How to Build Bridges in Language Arts, Math, Science, and Social Studies (Paperback)

Heinemann USA, United States, 2006. Paperback. Condition: New. Language: English. Brand new Book. In Learning Under the Influence of Language and Literature, Lester Laminack and Reba Wadsworth demonstrated how to make the read - aloud...

Download ePub



Across the Line: A Ganix Johns Adventure (Hardback)

Byways, United States, 2015. Hardback. Condition: New. Library ed. Language: English. Brand new Book. Ewan, Zane, and Ganix--three half-brothers take sibling rivalry to new lengths as they race each other across their homeland. Magic isn't...

Download ePub

»



Experimental Enquiry Concerning the Natural Powers of Wind and Water to Turn Mills and Other Machines Depending on a Circular Motion and an Examination of the Quantity and Proportion of Mechanic Power Necessary

Gale Ecco, Print Editions, United States, 2010. Paperback. Condition: New. Language: English . Brand New Book ***** Print on Demand *****. The 18th century was a wealth of knowledge, exploration and rapidly growing technology and expanding...

Download ePub

»



Experimental Enquiry Concerning the Natural Powers of Wind and Water to Turn Mills and Other Machines Depending on a Circular Motion. (Paperback)

Gale Ecco, Print Editions, United States, 2010. Paperback. Condition: New. Language: English . Brand New Book ***** Print on Demand *****. The 18th century was a wealth of knowledge, exploration and rapidly growing technology and expanding...

Download ePub

»



Writing with Hemingway: A Writer's Exercise Book (Paperback)

Createspace Independent Publishing Platform, United States, 2016. Paperback. Condition: New. Language: English. Brand new Book. A work of creativity such as an artist's song, a dance, a musical instrument, a paint brush, produce a vision...

Download ePub

»