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[WBG Shared Apps](https://sp.thewestpacgroupspapps.com.au/)

* [Yammer](https://mysite.thewestpacgroup.com.au/_layouts/15/Yammer.aspx)
* [OneDrive](https://mysite.thewestpacgroup.com.au/_layouts/15/MySite.aspx?MySiteRedirect=AllDocuments)
* [Sites](https://mysite.thewestpacgroup.com.au/_layouts/15/MySite.aspx?MySiteRedirect=AllSites)

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newReadandWatch



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| ​Curated content to inspire you  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | |  | | --- | | ['Read it for Me' turn best selling books into short animated videos. Here's the one they did for Lean Startup, by Eric Ries](https://www.youtube.com/watch?v=zOX1vC7_n6s) | | |  | | --- | | [In Lean Startup, the Business Model Canvas is a strategic management and entrepreneurial tool. It allows you to describe, design, challenge, invent, and pivot your business model.](http://businessmodelgeneration.com/canvas/bmc?_ga=1.229769369.482988025.1449530472) | | |  | | --- | | [In Lean Startup, the Value Proposition Canvas makes explicit how you are creating value for your customers. It helps you to design products and services your customers want.](http://businessmodelgeneration.com/canvas/vpc?_ga=1.229237785.482988025.1449530472) | | | |  | | --- | | [This HBR article offers a brief overview of lean start-up techniques and how they’ve evolved. It also explais how, in combination with other business trends, lean start-up could ignite a new entrepreneurial economy](https://hbr.org/2013/05/why-the-lean-start-up-changes-everything) | | |  | | --- | | [A co-created library of recommended reading for service designers. Formal books on service design are few and far between but many of the skills can be found elsewhere, scattered across disciplines. You just have to know where to look](http://www.servicedesignbooks.org/browse/) | | |  | | --- | | [Another brilliant video from Henrik Kniberg (Agile/Lean coach @ Spotify & Lego). This time he's describing the role of a Product Owner in Agile](https://www.youtube.com/watch?v=502ILHjX9EE) | | | |  | | --- | | [Here's a YouTube video (58 mins long) of Eric Ries talking about Lean Startup Lessons Learned @ Google](https://www.youtube.com/watch?v=fEvKo90qBns) | | |  | | --- | | [IDEO's David Kelley suggests, creativity is not the domain of only a chosen few. Telling stories from his legendary design career and his own life, he offers ways to build the confidence to create](https://www.ted.com/talks/david_kelley_how_to_build_your_creative_confidence?language=en) | | |  | | --- | | [In an incredibly entertaining and inspiring narrative that draws on countless stories from their work at IDEO, David and Tom Kelley identify the principles and strategies to innovate in how we approach and solve problems.](http://www.creativeconfidence.com/) | | | |  | | --- | | [Six Sigma and the Quality Toolbox is aimed at practising managers from Service and Manufacturing, Green Belt practitioners and Black Belts wishing to extend their expertise into Service Quality and Lean.](http://www.amazon.co.uk/Six-SIGMA-Quality-Toolbox-Manufacturing/dp/0954124421) | | |  | | --- | | [UX Australia’s user experience design conference for hands-on workshops and presentations that provide practical skills to take away. Past presentations are available for free on their web site](http://www.uxaustralia.com.au/library) | | |  | | --- | | [A Leanpub book by Trevor Owens and Obie Fernandez on how Lean Startup crosses the chasm into the corporate world. Embracing innovation on a scale and at a pace never before seen.](https://leanpub.com/theleanenterprise) | | | |  | | --- | | [ABC The Business takes a look into Design thinking at Westpac, featuring our colleagues and their work.](https://vimeo.com/116724229) | | |  | | --- | | [Here's a blog from Moves the Needle who specialise in Lean Start up for Enterprise](http://www.movestheneedle.com/lean-innovation-blog/) | | |  | | --- | | [In Designing Interactions, award-winning designer Bill Moggridge introduces us to forty influential designers who have shaped our interaction with technology.](http://www.designinginteractions.com/) | | | |  | | --- | | [Method is an agency in the US that design integrated brand, product, and service experiences. Check out their ideas blog.](http://method.com/ideas) | | |  | | --- | | [This website is about a book that deals with services. Therefore, the book and in fact this site are services themselves. Get informed about the project](http://thisisservicedesignthinking.com/) | | |  | | --- | | [Wilson Fletcher help organisations design their digital future. Check out their blog for articles on digital, customers, data, curation and disruption.](http://www.thehumanlayer.com/) | | | |  | | --- | | [IDEO.org has created a DesignKit. Check out their downloadable Field Guide to Human Centred Design and start solving problems like a designer!](http://www.designkit.org/) | | |  | | --- | | [Westpac Customer Experience are evolving a Global Experience Language for all our digital brands. The GEL guidelines are a reference point for designing and building products and services for desktop and mobile devices](http://www.thewestpacgroup-gel.io/) | | |  | | --- | | [Think it. Build it. Ship it. Tweak it. Blog it. This is Spotify’s official technology blog. Watch a brilliant short animated video describing their agile engineering culture. Lots to learn about collaboration, trust and leadership.](http://labs.spotify.com/2014/03/27/spotify-engineering-culture-part-1/) | | | |  | | --- | | [Google Ventures funds and supports startups with design, marketing and more. Check out GV Library of articles, videos and insights to help entreprenuers succeed.](http://www.gv.com/library/) | | |  | | --- | | [How Lean folks at Toyota helped improve the process of feeding one and a half million New Yorkers every day after super storm Sandy. The video has gone viral with good reason.](http://www.tssc.com/nfp-mph-vid.asp) | | |  | | --- | | [Thinking like a designer can transform the way you develop products, services, processes - and even strategy. Written for Harvard Business Review by Tim Brown (IDEO) in 2008.](https://sp.thewestpacgroupspapps.com.au/app/CCDLean/Resources/HBRDesign%20Thinking.pdf) | | | |  | | --- | | [Service Design Tools provide tools and communication methods to support design processes.](http://servicedesigntools.org/tools/8) | | |  | | --- | | [Michael George's book outlines how to translate manufacturing-oriented Lean Six Sigma approach and tools for the service delivery process](http://www.amazon.com/Lean-Six-Sigma-Service-Transactions/dp/0071418210) | | |  | | --- | | [The Lean Toolbox is a best selling book with topics such as; The Philosophy of Lean, Value and Waste, Transformation Frameworks, Mapping, Quality, Improvement, Managing Change, Sustainability, and The Lean Supply Chain.](http://www.amazon.co.uk/The-Lean-Toolbox-Edition-Transformation/dp/0954124456) | | | |  | | --- | | [Learn about the different phases of service design and get guidance for the phase you're in now.](https://www.gov.uk/service-manual) | | |  | | --- | | [The Toyota Way is the first book for a general audience that explains the management principles and business philosophy behind Toyota's worldwide reputation for quality and reliability.](http://www.amazon.com/The-Toyota-Way-Management-Manufacturer/dp/0071392319/ref=sr_1_1?ie=UTF8&qid=1388981576&sr=8-1&keywords=jeffrey+liker) | | |  | | --- | | [Tim Brown, CEO of IDEO, writes about the value of design thinking and innovation to business people and designers around the world.](http://designthinking.ideo.com/) | | | |  | | --- | | [Stanford Design School shares a collection of methods of design thinking for design cycles.](http://dschool.stanford.edu/use-our-methods/) | | |  | | --- | | [Roger Martin is Premier’s Chair in Productivity & Competitiveness and Academic Director of the Martin Prosperity Institute at the Rotman School of Management. His research work includes Integrative Thinking, Business Design and Strategy.](http://rogerlmartin.com/) | | |  | | --- | | [Discover useful tools for customer experience design by Livework a leading design thinking firm in UK.](http://liveworkstudio.com/tools/) | | | |  | | --- | | [Discover Eric Ries, an entrepreneur and author of the New York Times bestseller 'The Lean Startup: How Today's Entrepreneurs Use Continuous Innovation to Create Radically Successful Business'.](http://theleanstartup.com/) | | |  | | --- | | [The Lean Six Sigma and Minitab pocket guide explains Lean Six Sigma in a down-to-earth and practical format, and provides detailed Minitab instructions and screenshots throughout.](http://www.amazon.com/Lean-Six-Sigma-Minitab-Practitioners/dp/0954681363/ref=sr_1_sc_1?ie=UTF8&qid=1388981689&sr=8-1-spell&keywords=quinten+brook#_) | | |  | | --- | | [First, businesses discovered quality as a key competitive edge; next came service. Now, Donald A. Norman, reveals how smart design is the new competitive frontier.](http://www.amazon.com/Design-Everyday-Things-Donald-Norman/dp/0465067107) | | | |  | | --- | | [Tim Brown, CEO of IDEO, introduces design thinking, the collaborative process by which the designer’s sensibilities and methods are employed to match people’s needs with what is technically feasible and a viable business strategy.](http://www.ideo.com/by-ideo/change-by-design) | | |  | | --- | | [Get your weekly UX fix. Each week this blog talks about how to design user experience for real people.](http://52weeksofux.com/tagged/week_1) | | |  | | --- | | [Adaptive Path, a leading firm in service design and user experience, writes about service design, conference speaker previews and conversations with leaders in the field.](http://www.adaptivepath.com/ideas/) | | | |  |  | | --- | --- | | [Back to top](https://sp.thewestpacgroupspapps.com.au/app/CCDLean/SitePages/newReadandWatch.aspx) |  | | | |   View in Web Browser  /app/CCDLean/\_layouts/15/VisioWebAccess/VisioWebAccess.aspx?listguid={ListId}&itemid={ItemId}&DefaultItemOpen=1  0x0  0x1  FileType  vdw  255  View in Web Browser  /app/CCDLean/\_layouts/15/VisioWebAccess/VisioWebAccess.aspx?listguid={ListId}&itemid={ItemId}&DefaultItemOpen=1  0x0  0x1  FileType  vsdx  255  View in Web Browser  /app/CCDLean/\_layouts/15/VisioWebAccess/VisioWebAccess.aspx?listguid={ListId}&itemid={ItemId}&DefaultItemOpen=1  0x0  0x1  FileType  vsdm  255  Compliance 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