



Lean - Embarking on a Continuous Improvement Journey

What is Lean?

Lean is a set of tools and methodologies to remove waste from the processes and add value to the customer. It's about answering the question – How can we improve what we do so it's better for our customers and better for our colleagues? Lean is a science that needs discipline, work and involvement – Get involved! And it's all about People – 'People are not the cause of problems – They are problem solvers'!

Why Lean?

Every organization, in today's environment is under tremendous cost pressures. We have to add value while reducing the cost of services we provide. Unless we all work together towards this goal, it is very difficult to achieve that. Lean focuses on keeping customer at the center of everything, making processes efficient and empowering people to work together towards achieving that goal.

Focusing on broken processes rather than people is the key towards continuous improvement as it will lead to improved customer service, reduced duplicative work/rework, reduced errors and standardized workflow among other improvements.

