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the full spectrum of activities from transactional office systems, customer intensive systems such as hotels, government and professional service systems such as a solicitor's practice or health services.

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Lean services is the application of lean manufacturing production methods in the service industry (and related method adaptations). Lean services have among others been applied to US health care providers and the UK HMRC.

Lean services - Wikipedia

Many lean service tools and techniques are presented in the book. It is a toolbox of different approaches for different circumstances, rather than a narrative of a single "best" method. The book does have some weaknesses - for me these

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are in its discussion of customer value, and performance measures for service.

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The Service Systems Toolbox: Integrating Lean Thinking, Systems Thinking and Design Thinking (Buckingham: PICSIE Books, 2012). 341 pp. ISBN: 978-0-9568307-0-8. Brophy, A. & J. Bicheno , Innovative Lean: A Guide (Buckingham: PICSIE Books, 2010). 230 pp. ISBN : 978-0-9541244-8-9.

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