



Building a Lean Service Enterprise: Reflections of a Lean Management Practitioner

Debashis Sarkar

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This book provides an assorted set of reflections/lessons from the "trenches" of Lean service and brings to fore leadership challenges, new tools, and the known-unknowns (insights that very few know but many in journey of Lean transformation need to know). Lean has the ability to address a wide range of problems faced by service companies, such as: complexity reduction, sales force productivity enhancement, operations risk control, cost leadership, combining scale with flexibility, service excellence and improving employee morale and involvement. Many of the principles discussed in the book are based on the author's first-hand experience in Lean implementation.

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