



## The Service Systems Toolbox (Paperback)

By John Bicheno

Picsie Books, United Kingdom, 2011. Paperback. Condition: New. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*.A book on lean service and office improvement, this is an update of The Lean toolbox for Service Systems but incorporates Lean Thinking, Systems Thinking and Design Thinking. It contains sections on philosophy and description of the most practical tools. A strong feature is the contingency approach - different approaches for different service and administration situations. The earlier edition enjoyed strong sales in the UK and USA.



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