

## Five Steps to a Lean Office

Applying Lean in the Office is done by applying a few seemingly simple techniques –or Lean tools. This is a simple overview for guidance purposes only.

- 1) **Workplace organisation.**  
Putting it simply this is an office spring clean, a place for everything, throw out rubbish etc. The key element here is that the office workers decide what to keep, and how everything should be laid out. They ‘own’ the result.
- 2) **Review the key procedures.**  
Ensure your key procedures are practicable and provide the output required –a kind of business process mapping.
- 3) **Minimise Effort.**  
See how the required output can be obtained at minimum effort within the office. This involves looking at every process step, see if it’s necessary, and if a process step is required, decide what is the simplest way to do it.
- 4) **Test, Check & Verify.**  
The effectiveness of the changes by checking if the output is actually what is required, and if so, adopt them, if not adapt and change them. It’s important not to forget interdependent processes between departments, for example, sign off and circulation, hand overs etc.
- 5) **Failsafe.**  
The final step is to ‘failsafe’ key processes so that if a process step is missed or incorrect, it becomes apparent before any harm is done.

### Finally ...

Document all the process changes as you go, so everybody knows what’s happening, and can refer to back for training, re-familiarisation etc.

Ensure that you build in time to periodically check that everything is still working. Most people forget this step.

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