

Lean Forum Event

Process Focus, Process Measures, and Lean Thinking
Thursday, May 25, 2006
2pm – 4pm



One of the crucial, yet often overlooked, elements in sustaining lean conversions is managing with a lean perspective. Managers are often “results-oriented” while being “process-focused” is the key to sustaining lean success and building a lean culture. Changing an organization’s culture is difficult for many; creating a culture where continuous change and improvement are the norm is even harder. By focusing on the correct process measures and the behaviors they reflect, organizations can reinforce discipline and habits that sustain lean performance while nourishing lean thinking and culture.

At this lean forum event, David Mann, Lean Management and Organization Development Manager at Steelcase, Inc., facilitated a discussion about lean management systems and cultures, shared how Steelcase is progressively changing both, and discussed the role of lean process measures within these efforts. Participants at this well-attended forum event, learned how process measures can enhance lean leadership through evaluating the use (and misuse) of process measures at two companies. Additionally, 20 copies of David Mann’s book “Creating a Lean Culture: Tools to Sustain Lean Conversions” were given away to participants.



During his work with more than 30 lean conversions at Steelcase, Inc., Mann recognized the need for a day-to-day management approach that would sustain lean conversions. The lean management system is the subject of his book, Creating a Lean Culture, published by Productivity Press in 2005.

