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It also builds on the best-selling The New Lean Toolbox by John Bicheno but of course takes service viewpoint. All material in the book has been field-tested by exposure to service professional and executive programmes. 'Service' here includes office support systems for lean manufacturing, 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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