


[DOWNLOAD](#)


## Super7 Operations: The Next Step for Lean in Financial Services (Paperback)

By Menno R Van Dijk Msc

iUniverse, United States, 2013. Paperback. Condition: New. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*. When author and operational excellence consultant Menno R. van Dijk joined ING Domestic Bank in the Netherlands, the company had already been using the Lean system a few years. But van Dijk felt something was missing-the fun factor: experiments, improvements, a supportive management style, and teamwork. He wasn't seeing the sense of invigoration and renewal that comes when employees on the shop floor experience the improvement brought on by a Lean implementation. He went to work and created a new approach-Super7-that took the Lean system in financial services to the next level. It radically reduced customer waiting times with less management and more responsibility on the shop floor. In Super7 Operations, he discusses Super7 in detail-how it was developed, what it does for customers, how it changes culture on the shop floor, and how it affects employees and managers. He explains its benefits, which include flexible capacity to cope with fluctuating demand-no inventory, no waiting; small, autonomous teams committed to getting the job done for their customers; output management and delegated responsibilities; and continuous improvement of performance without the need for...



[READ ONLINE](#)

[ 8.94 MB ]

### Reviews

*The best publication i actually study. I actually have study and so i am confident that i am going to likely to study once more yet again later on. You will not sense monotony at at any moment of your respective time (that's what catalogs are for relating to if you ask me).*

-- **Ernest Bergnaum**

*I actually started reading this article ebook. I actually have read and i also am certain that i will likely to go through once again again in the future. You are going to like just how the article writer compose this ebook.*

-- **Mariane Kerluke**