

What is Lean?

- Perfected by Toyota – from 1928
- ‘Lean’ coined by Jones & Womack in 1990s
- Lean is about *improving flow and eliminating waste*
- getting the right things to the right place,
- at the right time,
- in the right quantities,
- while minimising waste and being flexible and open to change.
- **Customer** at heart of the process
- Driver for Quality and Safety

Lean Thinking...

It is –

- A way of thinking
- A philosophy
- A mind set
- An approach
- A new culture

It is not –

- A management fad
- Rocket science
- A cost cutting exercise
- About making everyone work faster
- A magic wand
- Just for manufacturing

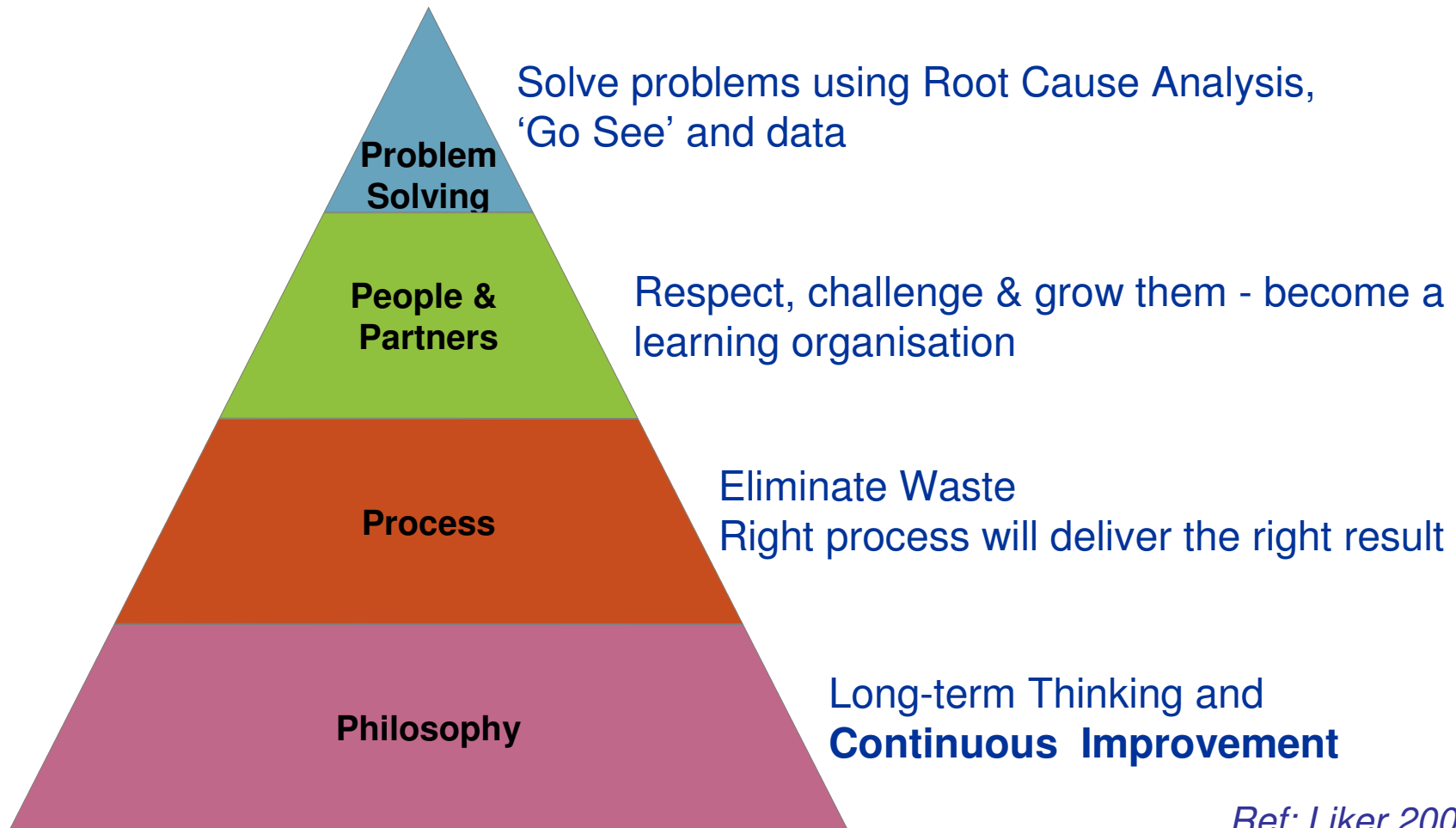
What is Lean?

“Lean thinking is a way of streamlining the patient journey and making it safer, by helping staff to eliminate all kinds of waste and to treat more patients with existing resources.”

Ref: Jones, www.leanuk.org



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