

1. Introduction

2. Lean

- 2.1 History
- 2.2 Six Sigma and the relationship with Lean
- 2.3 Scarcity
- 2.4 Aspects of Lean
- 2.5 Being Lean
- 2.6 Paradigm Shift
- 2.7 Lean IT and IT Frameworks
- 2.8 Lean IT, Agile and DevOps
- 2.9 Lean Community

3. Key Principles of Lean

- 3.1 Waste
- 3.2 Improving using the Principles
- 3.3 Types of activities

4. Characteristics of Lean IT

5. Structuring Lean IT

- 5.1 Lean IT Dimensions
- 5.2 Continuous Improvement with Kaizen

6. Customer

- 6.1 Value
- 6.2 The Customer
- 6.3 Critical to Quality
- 6.4 Investigating VoC
- 6.5 Voices

7. Process

- 7.1 Process
- 7.2 Basic processes
- 7.3 Push and Pull
- 7.4 SIPOC
- 7.5 Value Stream Mapping
- 7.6 Developing a Value Stream Map
- 7.7 Takt Time
- 7.8 Lead Time
- 7.9 Standard Time
- 7.10 Time Metrics
- 7.11 Process Metrics
- 7.12 Symbols in the VSM
- 7.13 5S
- 7.14 Heijunka
- 7.15 Improvement Plan

8. Performance

- 8.1 Defining Performance
- 8.2 Performance Indicators
- 8.3 Defining a KPI
- 8.4 Time Usage
- 8.5 Skills and Knowledge

9. Organization

- 9.1 Organizing Lean IT
- 9.2 Communication Cascade
- 9.3 Objectives, Feedback and Performance dialogue
- 9.4 Visual Management
- 9.5 Making work visual
- 9.6 Day or Kanban Board
- 9.7 Kanban
- 9.8 Week board
- 9.9 Improvement (or Kaizen) board

10. Behavior and Attitude

- 10.1 Lean Mindset
Transformation
- 10.3 Lean Leadership
- 10.4 Jidoka

11. Kaizen

- 11.1 Continuous Improvement
- 11.2 Kaizen Event
- 11.3 Selecting a subject for a Kaizen event
- 11.4 Roles in a Kaizen Event
- 11.5 Running a Kaizen Event
- 11.6 A3
- 11.7 Define
- 11.8 Measure
- 11.9 Analyze
- 11.10 Improve
- 11.11 Control
- 11.12 Kaizen Tools
- 11.13 Kaizen Pitfalls