

The Lean Toolbox 5th Edition

The Lean Toolbox for Service Systems is the first book that attempts to assemble a comprehensive set of tools for lean service and administration. Other publications have dealt with only a segment of the tools or a segment of the range of service systems. The book is a result of several years' work in Lean Service at the Lean Enterprise Research Centre, Cardiff Business School, and the service management programme at the University of Buckingham. All material in the book has been 'field tested' by exposure to service professionals and executive programmes. A feature of the book is that it integrates several approaches rather than advocating a particular approach. Attention is given to general Lean service concepts and frameworks, to mapping and understanding different types of service system, and to a range of tools that have been found to be useful in a variety of service environments.

OpenGL® SuperBible, Fifth Edition is the definitive programmer's guide, tutorial, and reference for the world's leading 3D API for real-time computer graphics, OpenGL 3.3. The best all-around introduction to OpenGL for developers at all levels of experience, it clearly explains both the API and essential associated programming concepts. Readers will find up-to-date, hands-on guidance on all facets of modern OpenGL development, including transformations, texture mapping, shaders, advanced buffers, geometry management, and much more. Fully revised to reflect ARB's latest official specification (3.3), this edition also contains a new start-to-finish tutorial on OpenGL for the iPhone, iPod touch, and iPad. Coverage includes A practical introduction to the essentials of real-time 3D graphics Core OpenGL 3.3 techniques for rendering, transformations, and texturing Writing your own shaders, with examples to get you started Cross-platform OpenGL: Windows (including Windows 7), Mac OS X, GNU/Linux, UNIX, and embedded systems OpenGL programming for iPhone, iPod touch, and iPad: step-by-step guidance and complete example programs Advanced buffer techniques, including full-definition rendering with floating point buffers and textures Fragment operations: controlling the end of the graphics pipeline Advanced shader usage and geometry management A fully updated API reference, now based on the official ARB (Core) OpenGL 3.3 manual pages New bonus materials and sample code on a companion Web site, www.starstonesoftware.com/OpenGL Part of the OpenGL Technical Library—The official knowledge resource for OpenGL developers The OpenGL Technical Library provides tutorial and reference books for OpenGL. The Library enables programmers to gain a practical understanding of OpenGL and shows them how to unlock its full potential. Originally developed by SGI, the Library continues to evolve under the auspices of the OpenGL Architecture Review Board (ARB) Steering Group (now part of the Khronos Group), an industry consortium responsible for guiding the evolution of OpenGL and related technologies.

For decades, Juran's Quality Handbook has been the one essential reference in quality management and engineering—the ultimate authoritative source of answers on quality applications, procedures, techniques, and strategies. Now this Fifth Edition—a major revision and the first new edition of Juran's Quality Handbook in more than 10 years—forges a new standard in tools for quality. Bringing managers and engineers the most up-to-date methods, research, and theory, under the guidance of a team of the world's top experts, Juran's shows you how to plan for quality, achieve quality control, and ensure quality results. Packed with new methods, research, and thought on quality, and emphasizing the need for quality software and quality software development methods, this completely updated classic also gives you new information, new techniques, and new applications. Broad in scope and inclusive in methodology, Juran's Quality Handbook is the reference of choice for anyone concerned with quality in business, manufacturing, or engineering. Whether you're just beginning your journey or a longtime traveler on the quality path, this book is the best possible companion for your voyage.

The computing world today is in the middle of a revolution: mobile clients and cloud computing have emerged as the dominant paradigms driving programming and hardware innovation today. The Fifth Edition of Computer Architecture focuses on this dramatic shift, exploring the ways in which software and technology in the cloud are accessed by cell phones, tablets, laptops, and other mobile computing devices. Each chapter includes two real-world examples, one mobile and one datacenter, to illustrate this revolutionary change. Updated to cover the mobile computing revolution Emphasizes the two most important topics in architecture today: memory hierarchy and parallelism in all its forms. Develops common themes throughout each chapter: power, performance, cost, dependability, protection, programming models, and emerging trends ("What's Next") Includes three review appendices in the printed text. Additional reference appendices are available online. Includes updated Case Studies and completely new exercises.

Manufacturing Planning and Control Systems for Supply Chain Management is both the classic field handbook for manufacturing professionals in virtually any industry and the standard preparatory text for APICS certification courses.

This essential reference has been totally revised and updated to give professionals the knowledge they need.

Performance management, the primary focus of a Lean organization, occurs through continuous improvement programs that focus on education, belief systems development, and effective change management. Presenting a first-of-its-kind approach, The Lean Management Systems Handbook details the critical components required for sustainable Lean management.

Previous ed.: published as The new Lean toolbox by John Bicheno. 2004

Lean Thinking was launched in the fall of 1996, just in time for the recession of 1997. It told the story of how American, European,

and Japanese firms applied a simple set of principles called 'lean thinking' to survive the recession of 1991 and grow steadily in sales and profits through 1996. Even though the recession of 1997 never happened, companies were starving for information on how to make themselves leaner and more efficient. Now we are dealing with the recession of 2001 and the financial meltdown of 2002. So what happened to the exemplar firms profiled in Lean Thinking? In the new fully revised edition of this bestselling book those pioneering lean thinkers are brought up to date. Authors James Womack and Daniel Jones offer new guidelines for lean thinking firms and bring their groundbreaking practices to a brand new generation of companies that are looking to stay one step ahead of the competition.

To support the broadening spectrum of project delivery approaches, PMI is offering A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Sixth Edition as a bundle with its latest, the Agile Practice Guide. The PMBOK® Guide – Sixth Edition now contains detailed information about agile; while the Agile Practice Guide, created in partnership with Agile Alliance®, serves as a bridge to connect waterfall and agile. Together they are a powerful tool for project managers. The PMBOK® Guide – Sixth Edition – PMI's flagship publication has been updated to reflect the latest good practices in project management. New to the Sixth Edition, each knowledge area will contain a section entitled Approaches for Agile, Iterative and Adaptive Environments, describing how these practices integrate in project settings. It will also contain more emphasis on strategic and business knowledge—including discussion of project management business documents—and information on the PMI Talent Triangle™ and the essential skills for success in today's market. Agile Practice Guide has been developed as a resource to understand, evaluate, and use agile and hybrid agile approaches. This practice guide provides guidance on when, where, and how to apply agile approaches and provides practical tools for practitioners and organizations wanting to increase agility. This practice guide is aligned with other PMI standards, including A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Sixth Edition, and was developed as the result of collaboration between the Project Management Institute and the Agile Alliance.

As competition in the manufacturing sector intensifies, excellence in new product development has become a mandate. Renowned author, educator, and lean product development expert Ron Mascitelli takes the reader through his Event-Driven Lean Product Development process, from its beginnings in innovation, effective problem-solving, knowledge creation, and organizational learning, through to the rapid commercialization of highly successful products. This proven and practical approach balances all aspects of market success: customer value, profitability, time-to-market, and quality. Specific topics covered in this Event-Driven Lean Product Development framework include: - Selecting and prioritizing new product opportunities that have a high probability of market success.- Optimizing the productivity of finite development resources, and arbitrating resource conflicts in a multi-project environment.- Implementation of a practical, flexible, event-driven process that ensures the highest degree of cross-functional collaboration at every stage in new product development.- Managing the day-to-day efforts of developers and project teams through Visual Workflow Management.- Capturing the voice-of-the-customer in every new product by systematically identifying and ranking differentiation opportunities.- Building a realistic project schedule that is created and owned by the developers

themselves.- Proactively identifying project risks and mitigating them through systematic (A3) problem-solving.- Employing rapid cycles of learning and set-based design to close knowledge gaps and build a foundation of high-value knowledge for future projects.- Implementing the Production Process Preparation (3P) methodology to maximize the manufacturability and quality of each new product. Mastering Lean Product Development represents the definitive roadmap to achieving breakthroughs in speed, efficiency, and customer value for any firm engaged in new product development.

Project Management in Practice, 4th Edition focuses on the technical aspects of project management that are directly related to practice.

Providing a solid managerial perspective, PURCHASING AND SUPPLY CHAIN MANAGEMENT, 6e draws from the authors' firsthand experiences and relationships with executives and practitioners worldwide to present the most current and complete coverage of today's supply management process. The text includes critical developments from the field, such as cases from emerging healthcare and service industries, procure-to-pay redesign, supply risk, innovation, sustainability, collaboration, and much more. Students examine key changes in supply management and the impact of the global economy and ongoing business uncertainty on continuous cost and value management across the supply chain. Numerous real-world cases and captivating examples help students gain contextual insights and knowledge into the strategies, processes, and practices of supply management--giving these future managers a thorough understanding of the impact that purchasing and supply chain management have on the competitive success and profitability of today's organizations. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

The authors present a dynamic approach to effectively link sales and marketing planning directly to the operations side of a business. Demonstrates how to create a connection between a company's business plan and each department's operations, accurately anticipate changes in customer's needs and significantly improve a firm's competitive position with an enhanced level of customer satisfaction.

Vital tools for implementing Lean Six Sigma--what they are, how they work, and which to use The Lean Six Sigma Pocket Toolbook is today's most complete and results-based reference to the tools and concepts needed to understand, implement, and leverage Lean Six Sigma. The only guide that groups tools by purpose and use, this hands-on reference provides: Analyses of nearly 100 tools and methodologies--from DMAIC and Pull Systems to Control Charts and Pareto Charts Detailed explanations of each tool to help you know how, when, and why to use it for maximum efficacy Sections for each tool explaining how to create it, how to interpret what you find, and expert tips Lean Six Sigma is today's leading technique to maximize production efficiency and maintain control over each step in the managerial process. With The Lean Six Sigma Pocket Toolbook, you'll discover how to propel your organization to new levels of competitive success--one tool at a time.

A comprehensive book on project management, covering all principles and methods with fully worked examples, this book includes both hard and soft skills for the engineering, manufacturing and construction industries. Ideal for

engineering project managers considering obtaining a Project Management Professional (PMP) qualification, this book covers in theory and practice, the complete body of knowledge for both the Project Management Institute (PMI) and the Association of Project Management (APM). Fully aligned with the latest 2005 updates to the exam syllabi, complete with online sample Q&A, and updated to include the latest revision of BS 6079 (British Standards Institute Guide to Project Management in the Construction Industry), this book is a complete and valuable reference for anyone serious about project management. • The complete body of knowledge for project management professionals in the engineering, manufacturing and construction sectors • Covers all hard and soft topics in both theory and practice for the newly revised PMP and APMP qualification exams, along with the latest revision of BS 6079 standard on project management in the construction industry • Written by a qualified PMP exam accreditor and accompanied by online Q&A resources for self-testing

How companies are using lean development to revolutionize their product and service offerings—vital lessons any business leader can use as an engine of innovation How did Ford Motors use Lean Development to pull off one of the most impressive corporate turnarounds in history? Largely by avoiding the mistakes that so many companies make when in a death spiral. They looked beyond manufacturing efficiency to change the very fundamentals of how they developed vehicles. In *Designing the Future*, Lean product development expert James Morgan and world-renowned Lean guru Jeffrey K. Liker reveal why so many companies have achieved only moderate success with Lean in operations, with a limited impact on their overall business. They take you through the process of bringing the best of Lean management to your enterprise—in order to link your business strategy to superior value designed for customers. The authors provide an actionable approach to building a better future for your business fueled by an iterative, integrated process that relies on simultaneous engineering, linking strategy and vision. They illustrate how to empower skilled and talented people to make collaboration and innovation a habit—hour to hour and day to day. It's the secret of full implementation of Lean—and this groundbreaking guide takes you through every step of the process. The best way to predict the future is to create it. With *Designing the Future*, you have everything you need to create a flexible, iterative business-transformation process that takes you from strategic vision to value stream creation for maximum customer value delivery.

Bring the miracle of Lean Six Sigma improvement out of manufacturing and into services Much of the U.S. economy is now based on services rather than manufacturing. Yet the majority of books on Six Sigma and Lean--today's major quality improvement initiatives--explain only how to implement these techniques in a manufacturing environment. *Lean Six Sigma for Services* fills the need for a service-based approach, explaining how companies of all types can cost-effectively translate manufacturing-oriented Lean Six Sigma tools into the service delivery process. Filled with case

studies detailing dramatic service improvements in organizations from Lockheed Martin to Stanford University Hospital, this bottom-line book provides executives and managers with the knowledge they need to: Reduce service costs by 30 to 60 percent Improve service delivery time by 50 percent Expand capacity by 20 percent without adding staff

Integrated Business Processes with ERP Systems, 1st Edition, provides a comprehensive introduction to business processes and ERP concepts. The authors have based this textbook on the official SAP ERP training curriculum so that readers will be very well prepared to take and pass the entry-level consultant certification exam from SAP. This certification is the ticket to the highest paying jobs and is extremely sought after by SAP customers and partners. The authors have the full support of the SAP University Alliance program to promote this book as the gold standard for SAP courses.

Lean organisations seem to work in a simple manner and operate with an innate calmness. They have removed much of the complexity that inhibits the performance of other companies, but achieving this level of simplicity is not easy. In The Simplicity of Lean, Philip Holt provides a comprehensive handbook of the Lean principles, presented in an accessible and easy to apply manner. The Simplicity of Lean is a step-by-step guide to the Lean Thinking that makes your organisation more efficient and effective. The book offers the necessary context of how to apply Lean Thinking to make your Lean Transformation successful. Alongside the theory and the practical application of Lean, Philip also shares his personal insights and experiences, as well as individual success stories (and failures) from various Lean leaders from across the world. The Simplicity of Lean is the perfect guide to make your Lean journey a resounding success. Philip Holt is Senior Vice President, Global Transformation, at GKN Aerospace and a Board Member of the Operational Excellence Society. He studied Engineering at Manchester Metropolitan University and Management at the Wharton School of Pennsylvania and the University of Warwick, was an engineer at Gillette and led the Lean Deployment worldwide at Philips for over twelve years. He achieved Lean Master status and has summarised his 30+ years of experience and insights into Lean Leadership in his previous book Leading with Lean and his most recent book, The Simplicity of Lean.

Spend analysis is a key component of strategic supply management. This book provides in-depth guidance on what spend analysis really is, what it specifically involves, and how to use it to help your organization achieve its full potential. Six Sigma is a management program that provides tools that help manufacturers obtain efficient, stream-lined production to coincide with ultimate high quality products. Essentials of Lean Six Sigma will show how the well-regarded analytical tools of Six Sigma quality control can be successfully brought into the well-established models of "lean manufacturing, bringing efficient, stream-lined production and high quality product readily together. This book offers a thorough, yet concise introduction to the essential mathematics of Six Sigma, with solid case examples from a variety of industrial

settings, culminating in an extended case study. Various professionals will find this book immensely useful, whether it be the industrial engineer, the industrial manager, or anyone associated with engineering in a technical or managing role. It will bring about a clear understanding of not only how to implement Six Sigma statistical tools, but also how to do so within the bounds of Lean manufacturing scheme. It will show how Lean Six Sigma can help reinforce the notion of “less is more, while at the same time preserving minimal error rates in final manufactured products. Reviews the essential statistical tools upon which Six Sigma rests, including normal distribution and mean deviation and the derivation of 1 sigma through six sigma Explains essential lean tools like Value-Stream Mapping and quality improvement tools like Kaizen techniques within the context of Lean Six Sigma practice Extended case study to clearly demonstrate how Six Sigma and Lean principles have been actually implemented, reducing production times and costs and creating improved product quality

Your definitive reference for manufacturing planning and control professionals—updated for the 2-part version of the CPIM exam Written by a team of recognized experts, Manufacturing Planning and Control for Supply Chain Management: The CPIM Reference, Second Edition, features hundreds of practice questions for the CPIM exams. The book arms you with the knowledge you need to obtain the coveted CPIM designation. You'll get cutting-edge practices that provide an advantage in today's global manufacturing environment. Included throughout the book are illustrative examples, practice problems, case studies, and spreadsheets for quick, practical implementation of some of the techniques in the book. Maximize supply chain efficiency, productivity, and profitability, as well as customer satisfaction, using the hand-on information contained in this comprehensive resource. Coverage includes: •Manufacturing planning and control •Enterprise resource planning •Demand management •Forecasting •Advanced sales and operations planning •Master production scheduling •Material requirements planning •Advanced MRP•Capacity planning and management •Production activity control •Just-in-time •Distribution requirements planning •Management of supply chain logistics •Order point inventory control methods •Strategy and MPC system design Boost your performance with improved project management tactics Project Management ToolBox: Tools and Techniques for the Practicing Project Manager, Second Edition offers a succinct explanation of when, where, and how to use project management resources to enhance your work. With updated content that reflects key advances in the project management field, including planning, implementation, control, cost, and scheduling, this revised text offers added material that covers relevant topics, such as agility, change management, governance, reporting, and risk management. This comprehensive resource provides a contemporary set of tools, explaining each tool's purpose and intention, development, customization and variations, and benefits and disadvantages. Additionally, examples, tips, and milestone checks guide you through the application of these tools, helping you practically apply the information you learn. Effective project management can support a company in increasing market share, improving the quality of products, and enhancing customer service. With so many aspects of project management changing as the business world continues to evolve, it is critical that you stay up to date on the latest topics in this field. Explore emerging topics within the world of project management, keeping up to date on the latest, most relevant subject areas Leverage templates, exercises, and PowerPoint presentations to enhance your project management skills Discuss tips, reporting, implementation, documentation, and other essentials of the project management field Consider how project management fits into various industries, including

technology, construction, healthcare, and product development Project Management ToolBox: Tools and Techniques for the Practicing Project Manager, Second Edition is an essential resource for experienced project managers and project management students alike. Take charge and engage your enterprise in a Lean transformation Have you thought about using Lean in your business or organization, but are not really sure how to implement it? Or perhaps you're already using Lean, but you need to get up to speed. Lean For Dummies shows you how to do more with less and create an enterprise that embraces change. In plain-English, this friendly guide explores the general overview of Lean, how flow and the value stream works, and the best ways to apply Lean to your enterprise. This revised edition includes the latest tools, advice, and information that can be used by everyone — from major corporations to small business, from non-profits and hospitals to manufacturers and service corporations. In addition, it takes a look at the successes and failures of earlier Lean pioneers — including Toyota, the inventors of Lean — and offer case studies and hands-on advice. The latest on the Six Sigma and Lean movements The role of technology and the expanding Lean toolbox Case studies enhance the material Lean For Dummies gives today's business owners and upper level management in companies of all sizes and in all industries, the tools and information they need to streamline process and operate more efficiently.

Managers face an infinite range of situations and problems that involve bringing materials and information together to produce and deliver goods and services to customers. In Hopps solid, practical introduction to manufacturing and supply chain dynamics, managers learn how to use the scientific approach to understand why systems behave the way they do as an effective way to deal with almost any scenario they may face. Written in a reader-friendly style, the text includes useful examples from manufacturers as well as service providers, presents the key concepts that underlie the behavior of operations systems in a largely non-mathematical way, contains illustrations and analogies to everyday life, links theory to practice, and reinforces the learning process with end-of-chapter Questions for Thought.

"The Lean Book of Lean provides a short introduction to a very topical subject, using everyday language and numerous examples to make the principles clear for any reader, at any level and from any sector"--

If your manufacturing organization is slow and inefficient, it's time to slim down. Here's a proven "weight loss" plan.

This book is relevant to any kind of business and is currently being used by a number of multi-national companies, including AstraZeneca, Ericsson, Scania and Volvo.

Rock Slope Engineering covers the investigation, design, excavation and remediation of man-made rock cuts and natural slopes, primarily for civil engineering applications. It presents design information on structural geology, shear strength of rock and ground water, including weathered rock. Slope design methods are discussed for planar, wedge, circular and toppling failures, including seismic design and numerical analysis. Information is also provided on blasting, slope stabilization, movement monitoring and civil engineering applications. This fifth edition has been extensively up-dated, with new chapters on weathered rock, including shear strength in relation to weathering grades, and seismic design of rock slopes for pseudo-static stability and Newmark displacement. It now includes the use of remote sensing techniques such as LiDAR to monitor slope movement and collect structural geology data. The chapter on numerical analysis has been revised with emphasis on civil applications. The book is written for practitioners working in the fields of transportation, energy and industrial development, and undergraduate and graduate level courses in geological engineering.

The Lean Toolbox 5th Edition

Accounting for Managers explains how accounting information is used by non-financial managers. The book emphasises the interpretation, rather than the construction, of accounting information and encourages a critical, rather than unthinking acceptance, of the underlying assumptions behind accounting. It links theory with practical examples and case studies drawn from real life business situations in service, retail and manufacturing industries.

Value-stream maps are the blueprints for lean transformations and Learning to See is an easy-to-read, step-by-step instruction manual that teaches this valuable tool to anyone, regardless of his or her background. This groundbreaking workbook, which has introduced the value-stream mapping tool to thousands of people around the world, breaks down the important concepts of value-stream mapping into an easily grasped format. The workbook, a Shingo Research Prize recipient in 1999, is filled with actual maps, as well as engaging diagrams and illustrations. The value-stream map is a paper-and-pencil representation of every process in the material and information flow, along with key data. It differs significantly from tools such as process mapping or layout diagrams because it includes information flow as well as material flow. Value-stream mapping is an overarching tool that gives managers and executives a picture of the entire production process, both value and non value-creating activities. Rather than taking a haphazard approach to lean implementation, value-stream mapping establishes a direction for the company. To encourage you to become actively involved in the learning process, Learning to See contains a case study based on a fictional company, Acme Stamping. You begin by mapping the current state of the value stream, looking for all the sources of waste. After identifying the waste, you draw a map of a leaner future state and a value-stream plan to guide implementation and review progress regularly. Written by two experts with practical experience, Mike Rother and John Shook, the workbook makes complicated concepts simple. It teaches you the reasons for introducing a mapping program and how it fits into a lean conversion. With this easy-to-use product, a company gets the tool it needs to understand and use value-stream mapping so it can eliminate waste in production processes. Start your lean transformation or accelerate your existing effort with value-stream mapping. [Source : 4e de couv.].

This is the Fifth Edition of what has become a standard bestselling text on the tools, systems, and principles of Lean Manufacturing and Lean Operations. The Lean Toolbox covers Lean Philosophy, The Science of Lean, Improvement, Change, Strategy, Flow, Mapping, Scheduling, Layout, Quality, Product Development, Supply Chain, Lean Accounting, and Lean beyond the factory floor. It is aimed at managers and practitioners. Previous editions were known for their concise style and wide coverage. Over 110,000 copies of the previous editions were sold. The last edition was recommended by APICS for their International CPIM (Certified in Production and Operations Management) examinations. The book is prescribed by several universities in UK, USA, Denmark. The 4th edition remained on Amazon.co.uk's top 10 on manufacturing for 5 years. This is a complete revision and update including 40 additional pages.

This latest edition of the most internationally respected reference in food chemistry for more than 30 years, Fennema's Food

Chemistry, 5th Edition once again meets and surpasses the standards of quality and comprehensive information set by its predecessors. All chapters reflect recent scientific advances and, where appropriate, have expanded and evolved their focus to provide readers with the current state-of-the-science of chemistry for the food industry. This edition introduces new editors and contributors who are recognized experts in their fields. The fifth edition presents a completely rewritten chapter on Water and Ice, written in an easy-to-understand manner suitable for professionals as well as undergraduates. In addition, ten former chapters have been completely revised and updated, two of which receive extensive attention in the new edition including Carbohydrates (Chapter 3), which has been expanded to include a section on Maillard reaction; and Dispersed Systems: Basic considerations (Chapter 7), which includes thermodynamic incompatibility/phase separation concepts. Retaining the straightforward organization and accessibility of the original, this edition begins with an examination of major food components such as water, carbohydrates, lipids, proteins, and enzymes. The second section looks at minor food components including vitamins and minerals, colorants, flavors, and additives. The final section considers food systems by reviewing basic considerations as well as specific information on the characteristics of milk, the postmortem physiology of edible muscle, and postharvest physiology of plant tissues.

Beyond Six Sigma and Lean! Design your processes to facilitate real business growth, in both healthy and unhealthy economies
Design for Operational Excellence defines why companies embark upon continuous improvement—and the true answer is not to improve efficiency, quality, or eliminate waste! The reason is to achieve Operational Excellence. Duggan, an established authority on OpEx, provides the design criteria and guidelines that enable you to grow your business organically by refocusing management's attention from running the business to growing the business. Founded on eight key principles, this groundbreaking system facilitates the continuous flow of value into any operation—from customer service to sales to manufacturing. Kevin J. Duggan is a renowned speaker, executive mentor, and educator in applying advanced lean techniques to achieve Operational Excellence and the author of two books on the subject: *Creating Mixed Model Value Streams* and *The Office That Grows Your Business—Achieving Operational Excellence in Your Business Processes*. As the Founder of the Institute for Operational Excellence, the leading educational center on Operational Excellence, and Duggan Associates, an international training and advisory firm, Kevin has assisted many major corporations worldwide, including United Technologies Corporation, Caterpillar, Pratt & Whitney, Singapore Airlines, IDEX Corporation, GKN and Parker Hannifin. A recognized expert on Operational Excellence, Kevin is a frequent keynote speaker, master of ceremonies, and panelist at international conferences, and has appeared on CNN and the Fox Business Network.

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