



# Office Kaizen: Transforming Office Operations Into a Strategic Competitive Advantage

By William Lareau



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Many business functions have been significantly improved through the use of a variety of quality techniques, but for the most part office and administrative functions have not kept pace. Most companies find it difficult to reduce costs in the office without noticeable sacrifices in performance. Some progressive companies are seeing improvements in their office environments through the use of Office Kaizen™, which emphasizes making continuous improvements over the long haul. *Office Kaizen: Transforming Office Operations Into a Strategic Competitive Advantage* presents a unified, consistent approach that enables businesses to establish a strategic competitive advantage by significantly improving the efficiency, quality and productivity of their office and administrative processes.

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- Sales Rank: #34001 in Books
- Brand: Brand: Implementation Services, LLC
- Published on: 2002-07
- Original language: English
- Number of items: 1
- Dimensions: 8.75" h x 6.00" w x .50" l, 1.10 pounds
- Binding: Paperback
- 174 pages

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#### About the Author

William Lareau is a co-owner of Implementation Services, LLC, which is a management consulting firm specializing in implementation. Lareau's previous experience includes: Vice President of New Product Development and Delivery at IMR Consulting, Director of Lean Manufacturing at ITT Components Group, Director of Lean Operations & Special Projects for General Dynamics Missiles and Electronics Group and Internal Process Improvement and SPC Consultant for Ford. He received his Ph.D. in Applied Psychology from The Catholic University of America and his M.A. in Clinical Psychology from Loyola College, Baltimore.

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