

Lean and Digitize

An Integrated Approach to Process Improvement

Bernardo Nicoletti

'At last a book that correctly positions technology not as an end but as a means to achieve business benefits.'

Enrico Camerinelli, Senior Industry Analyst

'Lean and Digitize is a clear and effective account of how information technologies and lean approaches can support each other in radically transforming an organization. The method presented is strengthened by references to lived experiences – from large as well as small companies – and will help the readers in implementing it in their own organization.'

Corrado Cerruti, Professor, University of Rome

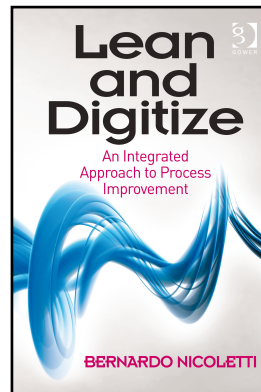
'This book clearly explains the principles of Lean Six Sigma and blends them with Information & Communication Technology, which is a ubiquitous enabler that plays a critical role in process innovation. The unification of Lean Six Sigma and ICT, with practical examples and case studies, is a great resource for those who wish to adopt the best of these domains.'

Kiran Garimella, Senior Principal Consultant, Software AG

Lean and Six Sigma initiatives are designed to enable sustained improvements in your company or organization's efficiency and competitiveness. As with other improvement strategies they are dependent on two things, effective management and your ability to automate or digitize elements of your business process.

Lean and Digitize provides you with a convincing picture of each of these elements (process improvement, digitization and the management of both) to help you eliminate waste, improve process and service, and better align your information and communications technology with your strategic objectives.

Without a holistic approach to technology and quality improvement, your initiatives run the risk of being misdirected or simply running out of steam. Changes of this kind will never be easy but at least if you follow the advice in *Lean and Digitize* you will significantly increase your chances of success.



Hardback 266 pages November 2012

978-1-4094-4194-6 £65.00

Discount price £42.25

www.gowerpublishing.com/isbn/9781409441946

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Contents:

Preface; Introduction to lean thinking and lean six sigma; **PART I THE THEORY OF LEAN AND DIGITIZE:** Information and communication technology and process improvement; The lean and digitize method; The approach to lean and digitize; Managing a lean and digitize project. **PART II IMPLEMENTING LEAN AND DIGITIZE:** Organizing for lean and digitize; Project communication; Information systems. **PART III LEAN AND DIGITIZE IN ACTION:** Lean and digitize in manufacturing; Lean and digitize services; The future of lean and digitize; Index.

About the Author:

Bernardo Nicoletti graduated from Carnegie Mellon University, Pittsburgh, PA, USA. He worked for GE Capital, as Group CTO, GE Oil & Gas, as CIO, and AIG, with assignments in Italy, UK, USA and Latin America. Currently he is Professor of IT Procurement at the Master in Procurement of the University of TorVergata, Rome, Italy and provides consultancy in Europe and Asia on IT Strategy, Organization and Procurement.

Bernardo has been particularly active in the application of Lean Six Sigma to Financial Institutions. He calls his approach 'Lean & Digitize' and over time has developed a specific methodology as a way to reduce costs and improve quality, bringing value to the Business. He is the author of 20 books on Management, published in Italy. He has been a frequent speaker in International Conferences and published 200 articles.
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