

Operative Pre-Diagnostic Analysis of Services Business, Under Lean and TOC Perspective: A Case Study

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Abstract: This study is focused on identify the different problems that are presented in a service business, considering the philosophy Lean and TOC as guides in order to evaluate the behavior of the system. To initiate, the business was analyzed and its process were structured, then applying several Lean and TOC techniques several problems around the bottleneck were detected. The results show how the philosophies simultaneously merged some solutions proposal that are feasible to apply in the system analyzed.

Keywords: Operative pre-diagnostic, Lean, Theory of Constraints (TOC), Services business