

Proceedings of the 7th Annual World Conference
of the Society for Industrial and Systems Engineering,
Binghamton, NY, USA
October 11-12, 2018

Evaluating the Preparation of the Escobedo City Clinics to Implement the Principles of Lean Manufacturing to Improve their Customer Service

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Author Note: We are Full-Time Professor for The UANL; we thank the students of the career of Industrial Engineer with minor in Management for their effort in carrying out the projects, which allows the development of these research works and keeps the school with international accreditations.

Abstract: This paper has the objective to expose the preparation in clinics that are in the city of Escobedo for implementing principles of lean manufacturing. Actually clinics or medical service are not fully prepared to meet the number of people who come to enter them due to lack of organization or lack of time for activities to be performed. That is why the knowledge of these clinics about lean manufacturing is evaluated to try to guarantee the correct development of these operations. Nowadays, any organization that offers a service to the community must have an adequate response time for the needs of its environment; this same problem was faced by the manufacturing companies and they opted for the implementation of the principles of lean manufacturing; however, we seek to evaluate the preparation of the clinics in the town of Escobedo (metropolitan area of Monterrey) to carry out this implementation. It is necessary to improve the Mexican Health Sector to implement the lean manufacturing model; this work aims to identify the level of knowledge to make the implementation feasible. Due to the complexity of the implementation, there are currently no strategies for continuous improvement to develop the Health Sector in Mexico, it is alarming; according to a basic process of implementing a system, it is necessary to know the level of knowledge that is held in the principles of lean manufacturing, to develop a tailored plan as soon as possible.

Keywords: Lean Manufacturing, Implementation, Evaluate, Health Sector