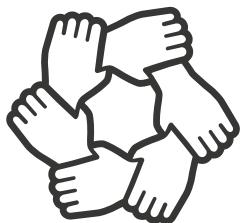
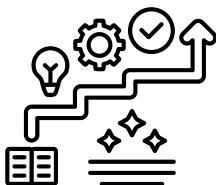


WHY IS LEAN CONSIDERED A CORNERSTONE OF OPERATIONAL EXCELLENCE?

A model focused on collaborative learning

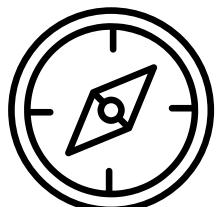


The essence of the approach lies in enhancing collaborative efforts.



Work transforms into a realm of perpetual learning.

The landscape as a navigational tool



Operational excellence cannot be mandated from an office; it is cultivated through meticulous observation of real-world practices.



Aligning the organization with customer contentment



We are directing the entirety of the company's efforts toward enhancing our service to customers.

Enhancing customer service is what imbues work with purpose and directs improvement initiatives.

Learn from your errors.



Mistakes are not shortcomings to be concealed; rather, they are opportunities for learning, for adopting alternative approaches.

Empowering the teams.

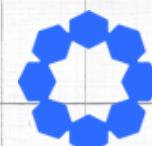


Each individual, regardless of their location, must possess autonomy to enhance customer service. The manager's role is to establish an environment conducive to learning.

Lean redefines the role of the manager: they are no longer tasked with overseeing every detail.



Clément BONIOL



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