



# Measuring and Improving Performance: Information Technology Applications in Lean Systems

*James William Martin*

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As a pioneer in Lean improvement methods, Jim Martin was among the first to suggest that truly successful Lean initiatives are those applied across every facet of an organization, not just on the shop floor. Building on this concept, Martin demonstrates that one of the most effective ways to implement operational improvements across an organization is to approach it through the resource that permeates every facet of a modern organization—information technology. *Measuring and Improving Performance: Information Technology Applications in Lean Systems* explains how the effective use of Lean project management methodologies can increase the productivity of information system deployment in service and manufacturing organizations. Starting with an overview of Lean and agile project management principles, the author walks readers through the implementation of Lean practices across key aspects of IT systems. Created to provide Lean and Six Sigma practitioners with a clear understanding of the important concepts related to the creation and modification of software to support process improvement activities across Lean systems, this reference book: Details how to apply Lean principles to IT systems on a global scale Explains how to design IT systems capable of meeting evolving customer needs and expectations Covers several project management methods including agile project management (APM), agile unified process (AUP), SCRUM, extreme programming (EP) Identifies the operational issues that can help project execution and those that can hinder it Complete with roadmaps and checklists, this book will help busy IT and Lean professionals discover more efficient ways to monitor business activity, gather business intelligence, manage and analyze business processes, and ultimately—increase overall operational efficiency.

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