



Lean Higher Education: Increasing the Value and Performance of University Processes

William K. Balzer

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In an environment of diminishing resources, growing enrollment, and increasing expectations of accountability, **Lean Higher Education: Increasing the Value and Performance of University Processes** provides the understanding and the tools required to return education to the consumers it was designed to serve—the students. It supplies a unifying framework for implementing and sustaining a Lean Higher Education (LHE) transformation at any institution, regardless of size or mission.

Using straightforward language, relevant examples, and step-by-step guidelines for introducing Lean interventions, this authoritative resource explains how to involve stakeholders in the delivery of quality every step of the way. The author details a flexible series of steps to help ensure stakeholders understand all critical work processes. He presents a wealth of empirical evidence that highlights successful applications of Lean concepts at major universities and provides proven methods for uncovering and eliminating activities that overburden staff yet contribute little or no added value to stakeholders.

Complete with standardized methods for correctly diagnosing workplace problems and implementing appropriate solutions, this valuable reference arms you with the understanding and the tools to effectively balance the needs of all stakeholders. By implementing the Lean practices covered in these pages your school will be better positioned to provide higher quality education, at reduced costs, with efficient processes that instill pride, maximize value, and respect the long-term interests of your students, faculty, and staff.

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