



International Conference on Management and Economics

Manchester, United Kingdom

18 - 20 October 2024

The Lean Office: A Promising Solution for Transforming Administrative Services

SRHIR Abdelhak¹; Houssaini Abdellah²; Mamad Mohamed³

Laboratoire de L'Economie et Management des Organisations (LEMO) Université Ibn
Tofail, Faculté d'Economie et de Gestion de Kénitra

Abstract

This article presents a synthesis of current knowledge on the application of Lean Office in administrative services, based on a systematic literature review. We examine the expected benefits, such as improved efficiency, cost reduction, and increased customer satisfaction (de Sousa et al., 2018), as well as the challenges encountered, including resistance to change and process complexity (Radnor et al., 2014). We also highlight the eight wastes specific to office environments and their concrete manifestations, illustrated by examples from the literature. Finally, we identify the key success factors, such as strong leadership, employee involvement, and adaptation to the specific context, for a successful implementation of Lean Office (Larsson et Ratnayake, 2021). This synthesis aims to provide valuable insights for professionals and researchers interested in improving the performance of administrative organizations, by offering them a deep understanding of the issues, challenges, and opportunities related to the adoption of Lean Office.

Keywords: Lean Office, administrative services, waste, efficiency, continuous improvement, transformation