

Contents

New Year, New Bimonthly Issues, New Themes <i>Andrew Gray</i>	3
Does Lean Enhance Public Services? Guest Editors: Zoe Radnor and Ruth Boaden	
Editorial: Lean in Public Services—Panacea or Paradox? <i>Zoe Radnor and Ruth Boaden</i>	3
Debate: Systems Thinking and Public Sector Performance <i>John Seddon and Carlton Brand</i>	7
Debate: Why Aren't We All Lean? <i>Andy Bagley and Eirian Lewis</i>	10
Learning to Walk Before We Try to Run: Adapting Lean for the Public Sector <i>Zoe Radnor and Paul Walley</i>	13
Combining Planned and Emergent Change in a Healthcare Lean Transformation <i>Ann Esain, Sharon Williams and Lynn Massey</i>	21
Lessons for Lean in Healthcare From Using Six Sigma in the NHS <i>Nathan Proudlove, Claire Moxham and Ruth Boaden</i>	27
Testing the Boundaries of Lean Thinking: Observations from the Legal Public Sector <i>Peter Hines, Ana Lucia Martins and Jo Beale</i>	35
Stakeholder Network Dynamics and Emergent Trajectories of Lean Implementation Projects: A Study in the UK National Health Service <i>Thanos Papadopoulos and Yasmin Merali</i>	41
New Development: Using Lean Techniques to Reduce Radiology Waiting Times <i>Amy Lodge and David Bamford</i>	49
New Development: Creating a Lean University <i>Peter Hines and Sarah Lethbridge</i>	53
New Development: Leading Lean Action to Transform Housing Services <i>David McQuade</i>	57
New Development: What are the Challenges in Transferring Lean Thinking to Government? <i>Eric A. Scorsone</i>	61

IN THIS ISSUE:

DOES LEAN ENHANCE PUBLIC SERVICES?

LEAN IN HEALTH CARE

LEAN IN UNIVERSITIES

SIX SIGMA, 5S AND LEAN

LEAN IN GOVERNMENT