

## **Lean in Public Services: Panacea or Paradox?**

**Dr Zoe Radnor, Associate Professor (Reader), Warwick Business School**

This session will aim to introduce participants to the concepts of 'Lean', considering its use or intended use in the public sector and, the degree which it is context-dependent. Based on research findings across the public sector the presentation will question and reflect on when, and how it is, possible and appropriate to transfer practices between not only organisations but sectors. This will include considering both the success factors and barriers in the implementation of Lean.

### **Biography of Dr Zoe Radnor**

Dr Zoe Radnor is a Reader in Operations Management at Warwick Business School. Her area of interest is in performance and process improvement in public services. Zoe is currently a Management Practice Advanced Institute of Management (AIM) Fellow considering sustainability of Lean in public services. Previously, she has been Project Manager of a research project for the Scottish Executive which evaluated how 'lean' techniques were and could be used in the public sector. She has also led evaluations of the implementation of Lean and associated techniques in HM Revenue and Customs, HM Court Services and, in HealthCare organisations. She is currently leading a research project 'SLIM' which aims to develop a Strategic Lean Implementation Methodology for Hospitals. She has published over 40 articles, book chapters and reports. Zoe presents, advises and sits on a number of boards and committees for organisations such as the Audit Commission, Welsh Assembly Government and, National Audit Office.